**Campus Services Quality Management System (QMS) scope**

Campus Services, part of Estates, employs 215 people across the University's three campuses to provide essential support services that help maintain a world-class environment for teaching and learning. It is certified by the British Standards Institute (BSI) for having a QMS that meets the ISO 9001:2015 standard for quality.

This scoping document exists in tandem with the Campus Services Quality Policy and provides ongoing assurance that the QMS is meeting customer requirements. Please refer to our register of interested parties for more information on their needs and expectations.

**Scope coverage**

The scope of the Campus Services QMS covers all activities (including any applicable products and services needed for the fulfilment of said activities) carried out by Campus Services and its personnel at the three UK University of Reading campuses:

* Whiteknights Campus, located in central Reading on the boundary of Reading and Wokingham Borough Councils
* London Road, also located in central Reading, within the boundary of Reading Borough Council
* Henley Business School, located at the Greenlands campus just outside of Henley, within the boundary of South Oxfordshire District Council.

Ancillary operations are also carried out at:

* The University’s Thames Valley Science Park, located close to Reading, within the boundary of Wokingham Borough Council
* University owned land and premises in and around Reading

**Excluded from the scope of the Campus Services QMS is the following:**

Clause 8.3 of ISO 9001:2015- Design and development of products and services. Due to the nature of the products and services Campus Services offers, it does not carry out any design and development activities as part of its QMS.

The Campus Services QMS excludes wholly tenanted buildings such as RSSL, Erleigh House, and Reading Enterprise Centre, all located on the Whiteknights Campus, except where there is a requirement from those tenants for Campus Services to provide products and services as defined by special arrangement, such as a contract for services. The provision of those products and services is covered by the scope of the QMS.

The scope also excludes all UPP Halls of Residences as these are managed by a third party. Any products and services required by the third party are defined by special arrangement, such as contracts for services. The provision of those products and services is covered by the scope of the QMS.

The University’s overseas campuses, such as those in South Africa or Malaysia, are not included within the scope of the Campus Services QMS.

**Significant factors affecting the Campus Services QMS**

Available funding for services, affected by student numbers, tuition fees and inflation.

Possible action from UCU (the trade union representing staff on grades 6-9).

The Diversity and Inclusion agenda of the University. Campus Services has a diverse staff membership and the need for inclusivity and engagement is high.

The ongoing sustainability agenda and its effects on ways of working.

The effects of global supply chain issues and their impacts on resources.

Structural reforms within the University.

The maintenance and improvement of the University’s Estate and the service obligation inherent in providing soft services to, for instance, buildings with growing maintenance backlogs, or where system infrastructure is no longer fit for purpose.

The realisation of the Campus Services Business Plan, and how it supports the Estates Business Plan.

**Campus Services includes the following service areas (for further information on specific products and services, please see each department’s SLA):**

[Building Support Services](http://www.reading.ac.uk/fmd/BuildingSupportServices/Building_Support_Services_Home.aspx)

Building Support Services has a remit for providing building liaison support between building occupants in Schools and Functions and other Professional Services within the University, such as Maintenance, DTS and Technical Services. Building Support Officers act as the main point of contact for support services, academic staff, building occupants, visitors and all building users of a range of buildings across the Whiteknights and London Road campus. The BSO team liaise with project managers and Estates on medium and larger scale improvement works and building works to minimise disruption and keep all building users informed.

[Cleaning Services](http://www.reading.ac.uk/Cleaning-Services/clean-home.aspx)

The University's cleaning staff take great pride in their work and take a professional and pro-active approach to ensure the University's academic and administrative buildings and external areas are cleaned to a high standard ensuring a pleasant work and study environment for staff, students and visitors.

[Portering Services](http://www.reading.ac.uk/portering-services/portering-home.aspx)

Porters play a pivotal role in ensuring that the University's teaching and learning, administrative and commercial activities run smoothly. The Portering Team perform a wide range of roles including: moving equipment, supporting internal and external events and providing support to centrally bookable teaching space to ensure that the University's activities operate effectively.

[Postal Services](http://www.reading.ac.uk/post/post-home.aspx)

Postal Services has a remit for delivering and collecting items of post within the University Estate, providing a Mail Shop for University staff, students and visitors, and liaises with mail, courier and despatch services for the University. The post room handles over 300,000 items of mail each year.

[Front Desk and Administration Services](http://www.reading.ac.uk/fmd/campus-services/fmd-cs-reception.aspx)

The Front Desk & Administration Services team have responsibility for administering the University's parking systems, lost and found property, as well as staffing the University's receptions on Whiteknights and London Road Campuses. Administrative support is provided to other departments within Campus Services.

[Security Services](http://www.reading.ac.uk/security/sec-home.aspx)

The overarching purpose of Security Services is to safeguard people and property at the University of Reading. There is an in-house team of around fifty uniformed Security Services staff operating 24/7/365. Patrols, both on foot and in marked vehicles, are conducted across Whiteknights Campus; London Road Campus; Greenlands Campus; and other University owned property. All members of the team are appropriately trained to respond to fire and intruder alarm activations, medical emergencies as first responders and licenced under the Security Industry Authority.

**Activities**

The table below shows the Campus Services activities within the scope of our ISO 9001:2015 QMS.

Our certification is focused on our departments providing the above named services, therefore we need to make it clear what activities should be assessed under the certificate, and those that are ‘externally provided’ i.e. they are outside the scope of the assessment, but we monitor and manage the service providers to help us deliver our services.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activities** | **Reading** | **Henley** | **Service Providers (Reading)** | **Service Providers (Henley)** |
| Building Support | X |  |  |  |
| Cleaning | X |  |  |  |
| Lost Property | X |  |  |  |
| Parking | X |  |  |  |
| Portering | X |  |  |  |
| Post | X | X |  |  |
| Front Desk | X |  |  |  |
| Security | X | X |  |  |
| Maintenance |  |  | X | X |
| Catering |  |  | X | X |
| Digital Technology |  |  | X | X |
| UPP Halls |  |  | X | X |
| Procurement |  |  | X | X |
| HR |  |  | X | X |
| Events |  |  | X | X |

## Version control

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Version | | Keeper | | Reviewed | | Approved by | | Approval date | |
| 1.0 | CS QMS Team | | Annually | | LV | | 16/10/20 | |
| 1.1 | CS QMS Team | | Every 2 years | | LV | | Feb 2022 | |