Facilities Management
Policy and procedure
How to request College outside space for academic use

Author: Andrew Martin
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### Document Control

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<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Section No.</th>
<th>Change</th>
<th>Author</th>
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<tbody>
<tr>
<td>0.5</td>
<td>16/03/07</td>
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<td>Andrew Martin</td>
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<td>All</td>
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<td>Andrew Martin</td>
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### Contributors and reviewers

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Role</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mags Paterson</td>
<td>Administration Manager</td>
<td>Editor/Contributor</td>
<td>24/07/06</td>
</tr>
<tr>
<td>Gary Pearson</td>
<td>Head of Accommodation Services</td>
<td>Contributor</td>
<td>16/10/06</td>
</tr>
<tr>
<td>Sue Lloyd</td>
<td>Acting Assistant Director – Sales &amp; Marketing</td>
<td>Contributor</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Alan Gange</td>
<td>School of Biological Sciences</td>
<td>Contributor</td>
<td>23/10/06</td>
</tr>
<tr>
<td>David Chapman</td>
<td>Head of Catering Services</td>
<td>Contributor</td>
<td>17/10/06</td>
</tr>
<tr>
<td>Richard Fisk</td>
<td>Health and Safety Adviser</td>
<td>Contributor</td>
<td>25/10/06</td>
</tr>
<tr>
<td>Michelle Anderson</td>
<td>Environmental Health Supervisor</td>
<td>Reviewer</td>
<td>18/10/06</td>
</tr>
<tr>
<td>Daren Bezants</td>
<td>Maintenance and Services Manager</td>
<td>Reviewer</td>
<td>25/10/06</td>
</tr>
<tr>
<td>Andy Wright</td>
<td>Head of Projects</td>
<td>Reviewer</td>
<td>25/10/06</td>
</tr>
<tr>
<td>Mark Nettleton</td>
<td>Strategic Space Manager</td>
<td>Reviewer</td>
<td>25/10/06</td>
</tr>
<tr>
<td>Jonathon Main</td>
<td>Assistant Director – Operations</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Ray Gregory</td>
<td>Assistant Director – Estate Services</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Hollie White</td>
<td>Executive Assistant to the Director</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Tony Lewis</td>
<td>CAFM Systems Administrator</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Tony Bathews</td>
<td>Security Manager</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
<tr>
<td>Norman Cole</td>
<td>Deputy Finance Director</td>
<td>Reviewer</td>
<td>26/10/06</td>
</tr>
</tbody>
</table>
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1 Policy and procedure

1.1 Overview

This policy and procedure explains how you request and obtain approval from Facilities Management (FM) for the use of ‘outside space’ for academic purposes either short or long term including field experiments, ecological studies and so on.

We define ‘outside space’ as any College space that is not a residential or a non-residential building.

For specific information on Founder’s quadrangles refer to <FM Policy on Founder’s quadrangles stonework and path protection>.

Outside organisations must apply either through their College contact or through the Sales and Marketing Division.

We manage this policy on behalf of the Space Sub-committee.
2 How to complete the request form

2.1 Check the Events Diary
You will need to check the Events Diary on the intranet. This is to make sure that you are not requesting space that already allocated to an event, for example the Summer Garden Party, Graduation Ceremonies, and Summer Ball.

2.2 Check with the FM Customer Services Non-Residential desk
Check with the FM Customer Services Non-Residential desk to make sure that the space you are requesting is not currently or planned to be used for another event.

Contact us by:
- phoning on extension 3062 (01784 443062); or
- emailing FMCustomerServices-NonRes@rhul.ac.uk.

2.3 Health and Safety (including Fire Safety)
Your must plan your usage of the outside space in accordance with all relevant health, safety and fire legislation, as well as that set by the College. Make sure that you consider the needs of any disabled people attending the space.

Where an element of risk is associated with an activity, a risk assessment must be completed and included with your application; advice is available from the College Health and Safety Office.

2.4 Insurance
Have you considered if your usage of the outside space needs insurance? Contact the Finance Insurance section for more information or if you are unsure.

2.5 Borough Council for planning or licences
To check if your usage of the outside space needs a planning application you should contact the Head of Projects.

2.6 Consumption of alcohol and musical performances on College premises
The College operates a premises licence that defines the College areas where the sale and consumption of alcohol and musical performances have been agreed with the local authority.

Any event where you intend to sell or provide alcohol or include musical performances (both live and recorded) must be referred to the College Premises Manager (currently the Director of Facilities Management) or their deputy.
2.7 Outside space request form – part a

Download the Outside Space Request Form from <yet to be defined>.

If you need help to download the form or are not able to access the intranet, please contact us by:
- phoning on extension 3062 (01784 443062); or
- emailing FMCustomerServices-NonRes@rhul.ac.uk.

Complete the following information in Part A of the form.

Your contact details
Give your name and department.

Phone number and email address
Please give us as much contact information as possible. Show us by ticking the box which way you would like us to contact you.

External user details
If you are applying on behalf of a user external to the College, you must complete their:
- company name;
- company address; and
- contact’s name.

- Tick to show if the usage of the outside space is for internal or external users.
- Tick to show if your usage of the outside space requires our catering services.

Reason
Tick the box that shows why you are requesting your academic usage.

Description of academic use
Please give as much information as possible.

Think about the points listed below.
- Are there any potential access problems?
- Can disabled people get to the area easily?
- Are there building works being carried out in the area?
- Is there preventative work that FM needs to do to the area, for example lawn or pitch preparation or ground protection?
- Will your usage require heavy or large equipment to be delivered?
- Could any damage be done to walkways, statues or stonework during deliveries or your activity?
- Are there any other sports or recreation issues?
- If this is an ecological activity, have you given enough information to identify the area involved?
• Are there any parking or security issues with your usage of outside space?
• Have you thought about how your usage might affect the day-to-day operation of the College?

• Do you need to book catering?
• If you are planning to provide your own catering, you must refer to the FM Policy and procedure on external catering. However, the College policy is that you use our internal Catering services.

Location of academic use
Please give clear information on where you wish to use. Mark the location on the campus map provided.

Duration of academic use
Give the dates your usage of the outside space is going to take place.

Timescale on decision
Tell us when you need a response by. Try to be specific rather than writing as soon as possible.

Provide cost code
Provide a cost code for costs related to the academic use of the area. We will only use the code with your permission.

Health and Safety
Have you included your risk assessment with your application?

Approval from your Head of Department
Your Head of Department must have seen and approved your section (Part A) of the application.

Send the completed form to:

FM Control Office/Support Desk
Founder’s Building FW43
Royal Holloway University of London
Egham Hill
Egham
Surrey TW20 0EX.
If you have completed the form electronically then email it to FMCustomerServices-NonRes@rhul.ac.uk.

We suggest that you copy your Head of Department as confirmation of their approval.
We will then co-ordinate the remaining approvals from the FM divisional teams who may be involved in the preparation of your academic usage of outside space.
2.8 Outside space application form – part b

The FM Support Desk completes part b of the form. We will do this by co-ordinating the responses from the four divisions within FM. We may need to ask you for additional information at this stage to process your application.

To speed up your application, you may want to complete part b if you already have relevant information.

If you need more information about the services we offer, you can look at our Facilities Management web site.

- **Estate Services Division**

<table>
<thead>
<tr>
<th>Section Head</th>
<th>What can be checked?</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Maintenance and Services Manager</td>
<td>Are any issues with the location for access, suitability or for building works?</td>
</tr>
<tr>
<td>o Head of Projects</td>
<td>Maintenance and Projects</td>
</tr>
<tr>
<td>o Head Gardener</td>
<td>Do you need the gardening team to carry out any work on the location, for example lawn or pitch preparation?</td>
</tr>
<tr>
<td></td>
<td>Do they need to carry out repairs after your usage?</td>
</tr>
<tr>
<td></td>
<td>Do they need to avoid a particular area if an ecological experiment is being carried out?</td>
</tr>
</tbody>
</table>

- **Management Services Division**

<table>
<thead>
<tr>
<th>Section Head</th>
<th>What can be checked?</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Environmental Health Section</td>
<td>Food and Hygiene procedures.</td>
</tr>
<tr>
<td></td>
<td>Compliance with external catering procedures.</td>
</tr>
</tbody>
</table>
### Operations Division

<table>
<thead>
<tr>
<th>Section Head</th>
<th>What can be checked</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Head of Accommodation Services</td>
<td>Are there any issues with: Customer Services, Cleaning, Signage, Portering, Telephony, Post Services, Print Services and Confidential Waste disposal.</td>
</tr>
<tr>
<td>o Head of Catering</td>
<td>Is catering needed for staff, students and external guests?</td>
</tr>
<tr>
<td>o Security Manager</td>
<td>Are there any security implications?</td>
</tr>
<tr>
<td>o Sports Centre and Recreation Manager</td>
<td>Operational management of the sports facilities</td>
</tr>
</tbody>
</table>

### Sales & Marketing Division

<table>
<thead>
<tr>
<th>Section Head</th>
<th>What can be checked</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Senior Conference Co-ordinator</td>
<td>Are there any conflicts with pre-booked conferences or events?</td>
</tr>
</tbody>
</table>
2.9 Outside space request form – part c

When we have completed part b of your application, we then pass your application for approval to the Assistant Director of Management Services in their capacity as the Secretary of the Space Sub Committee.

Final approval by the Director of Facilities Management is usually required.

We will notify you of the final decision by email or by phone.

We will log your usage information into two databases:

- CAFM (Computer Aided Facilities Management System) which we use to log maintenance requests and space usage including grounds, and
- Kinetics (if relevant) which can be viewed by Sales and Marketing and Operations staff. They can use it to notify the correct person of disruption.
3 Implementation checklist

3.1 Review period
The author will review this document every twelve months, with input from reviewers from all four divisions of FM and the Space Sub Committee.

3.2 Other divisions/teams within FM
Contributors from all four divisions of FM produced this policy and procedure and it reflects their views. See Contributors in the document control section.

3.3 Customers
This document is for the use of College staff. Support in implementing this policy and procedure is available from the Assistant Director, Management Services.

3.4 Other College stakeholders
This policy and procedure reflects the policy approved by the Space Sub-Committee.

3.5 Trade unions
There are no issues regarding the implementation of this policy and procedure.

3.6 Impact assessment
A primary impact assessment was completed and added to the appendix.

3.7 Risk assessment
Users of this policy and procedure may need to complete a risk assessment for their academic usage and make sure that all legislative and College requirements are met refer to Health & Safety (including Fire Safety).

3.8 Other legislation
No other relevant legislation affects this document.

3.9 Finance and resources
You will need to decide if you need insurance for your academic usage of the outside space. If you are unsure, contact the Assistant Finance Director.

3.10 Sustainability
All documents will be stored and accessed electronically, wherever possible, to reduce paper usage.
3.11  **Best practice**  
We have written this policy and procedure in plain English.

3.12  **Training and support**  
All users of this policy and procedure will receive 1-2-1 or group support as required.

3.13  **Other areas**  
There are no other issues.

3.14  **Planning ahead – areas to review**  
Continue to review best practice use of plain English.

3.15  **Document sensitivity**  
This document is suitable for open distribution.
4 Appendices

4.1 Form – Requesting College outside space for academic use
## Requesting College outside space for academic use
### Part A

Complete Part A and return to the FM Control Office & Support Desk in Founders West 43. Phone us on x3062 if you need more information.

### 1. Your contact details:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Dept:</th>
</tr>
</thead>
</table>

### 2. Give a telephone number or email address where we can contact you. Tick to show how you would prefer us to contact you

<table>
<thead>
<tr>
<th>Please contact me by phone</th>
<th>Please contact me by email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>Email:</td>
</tr>
</tbody>
</table>

### 3. If you are applying on behalf of a client/external user please give their details

<table>
<thead>
<tr>
<th>Company name and address include your contact’s name:</th>
<th>Please tick to show if the usage is for:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>internal staff [ ]  external users [ ]</td>
</tr>
<tr>
<td></td>
<td>other [ ] please specify</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please tick if the event needs catering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes [ ] No [ ]</td>
</tr>
</tbody>
</table>

### 4. Reason for requesting outside space

| Teaching [ ]: Research [ ]: Other [ ] Please specify |

### 5. Please give as much information as possible on your usage of outside College space. For example, is the project requiring outside space grant dependent.

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Page 15 of 26
6. Location of usage.
Please mark location on this map. Use an additional page if you need to give more precise information
7. Duration of academic use. Please give the start and finish dates

8. When do you need a decision by?

9. Please give a cost code. This will only be used with your permission

10. Additional information

Please attached any additional information or requirements such as a completed risk assessment to your application

11. Tick below to show that your HoD has seen and approved the form. It can be signed at a later stage

Has your Head of Department seen and approved this completed form?

Yes  [ ]  No  [ ]

HoD name
(Printed)

Signed

Date

If approved, I agree to abide by the regulations laid down for the use of outside space at Royal Holloway, University of London

Your name
(Printed)

Signed

Date
## Part B – to be completed by FM

### Estate Services
Are there any issues with the location of the event for access, suitability or building works?  
- [ ] Yes  
- [ ] No  

**Comments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Head of Projects</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

### Gardening Section
Is there any work which needs to be done with the location, for example lawn or pitch preparation?  
- [ ] Yes  
- [ ] No  

If this is an ecological activity do you have enough information to identify the area which is involved?  
- [ ] Yes  
- [ ] No  

**Comments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Head Gardener</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Sports Centre
Are there any sports related issues?  
- [ ] Yes  
- [ ] No  

**Comments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Sports and Recreation Manager</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any there any security issues with the event?</td>
<td>Yes ☐ No ☐</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Security Manager</td>
<td>Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Catering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a request for catering being received?</td>
</tr>
<tr>
<td>Comments</td>
</tr>
<tr>
<td>Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Services / Accommodation Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has enough information being given to assess the operation impact on the College?</td>
</tr>
<tr>
<td>Comments</td>
</tr>
<tr>
<td>Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sales &amp; Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there any booking conflicts?</td>
</tr>
<tr>
<td>Comments</td>
</tr>
<tr>
<td>Name</td>
</tr>
</tbody>
</table>
## Environmental Health

<table>
<thead>
<tr>
<th>Are there any Food Safety or Hygiene issues?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**Comments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Environmental Health Supervisor</th>
<th>Date</th>
</tr>
</thead>
</table>
Part C – to be completed by FM

When all the information is in place a final decision will be made by the Assistant Director of Management Services.

Approved by Facilities Management

<table>
<thead>
<tr>
<th>Name (printed)</th>
<th>Signed</th>
<th>Date</th>
</tr>
</thead>
</table>

Comments
4.2 Equality Impact Assessment (EQIA): Initial Screening Form

Name of the policy, service or project: How to request College outside space for academic use
(Referred to just as ‘policy’ herein)

Team: Facilities Management

a. Preparation

The work on this section should be done in advance and be used as part of your EQIA. Please attach examples of available monitoring information, research and consultation reports.

1. Do you have monitoring data available on the number of people who are using or impacted upon by your policy?

   - Number of people with disabilities
   - Black and minority ethnic communities
   - Women and men

   If you have answered ‘Yes’ to the above questions your monitoring data should be compared to the current available census data to see whether a proportionate number of people are taking up your service.

2. If monitoring has NOT been undertaken, will this be done in future? N/A

   (Race Relations Amendment Act, 2000)

   If so, specify the arrangements you intend to make; if not, please give a reason for your decision:

   __________________________________________________________

3. If you are aware of any relevant local or national equality or diversity-related consultation, research, or good practice guidance, then please list and attach here:

   Plain English, EO monitoring by College’s EO advisor.

   Yes  No
b. Your policy, service or project

1. **What is the main purpose of the policy?**
   This policy and procedure explains how 'outside space' can be requested for academic purposes. This can be either short or long-term usage including field experiments and ecological studies.

2. **List the areas of activity of the policy, e.g. the recruitment strategy might have advertising, interviewing, short listing etc. as activity areas.**
   Completing and reviewing, getting authorisations and gathering and inputting data on space usage

3. **Who are the main beneficiaries of the policy?**
   All College staff, students, customers and visitors

4. **Is the policy corporate and far-reaching?**
   - Yes
   - Maybe
   - No

5. **In your view, does the policy assist residents in meeting their most basic needs, i.e. shelter and income?**
   - Yes
   - No
   - N/A

6. **What number of people may be affected by the policy?**
   Directly: All College staff, students, customers and visitors

7. **Are you expecting to make any changes to the policy during the next year?**
   - Yes
   - No
c. The Impact

1. Complete the following tables using ticks. Consider the information gathered in Section (a) of this Screening Form, comparing monitoring information with census data, and considering any earlier research or consultations. You could also look at section _ of the EQIA Guidance Notes for areas of possible effect:
   - Where you think that the policy could have a negative impact on any of the equality target groups, i.e. it could disadvantage them
   - Where you think that the policy could have a positive impact on any of the equality target groups or contribute to promoting equality, equal opportunities, or improving relations within equality target groups

   a) Does the policy affect men and women in different ways, e.g. flexible working arrangements might have a positive impact on women with caring responsibilities

<table>
<thead>
<tr>
<th>Gender</th>
<th>Positive impact</th>
<th>Negative impact</th>
<th>Neutral</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   b) Do people from different black and minority ethnic communities use services differently, e.g. could women from certain minority communities use a swimming pool more often if same sex swimming arrangements are in place?

<table>
<thead>
<tr>
<th>Race</th>
<th>Positive impact</th>
<th>Negative impact</th>
<th>Neutral</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian or Asian British (including Tamil, Gujarati and Korean)</td>
<td>X</td>
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<tr>
<td>Black or Black-British</td>
<td></td>
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<td></td>
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<tr>
<td>Chinese and other</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>White (including Irish)</td>
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</tbody>
</table>

   c) How will the policy impact on people with disabilities, e.g. if information about our services are not made available in large print or alternative formats, access to such services might be denied to people with a visual impairment or learning disability.

<table>
<thead>
<tr>
<th>Disability</th>
<th>Positive impact</th>
<th>Negative impact</th>
<th>Neutral</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visually impaired</td>
<td>X</td>
<td></td>
<td></td>
<td>Large print available and electronic storage</td>
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<tr>
<td>Hearing impairment</td>
<td></td>
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<tr>
<td>Physically disabled</td>
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<tr>
<td>Learning disability</td>
<td>X</td>
<td></td>
<td></td>
<td>Plain English allows clearer communication and understanding</td>
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<tr>
<td>Mental health problem</td>
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</table>
If the negative impact is potentially discriminatory and not intended and/or of high impact, you must complete a full Equality Impact Assessment.

2. a) Could you minimise or remove any negative impact that is of low significance? N/A
   Yes  No
   Gender: 
   Race:  
   Disability:  

   Explain how

b) Could you improve the positive impact?
   Yes  No
   Gender: 
   Race:  
   Disability:  

   Explain how

3. If there is no evidence that the policy promotes equality, equal opportunities, or improved relations, could it be adapted so that it does? N/A
   Yes  No
   Gender: 
   Race:  
   Disability:  

   Explain how

4. As a result of this initial screening, what is the impact of your policy on the equality target groups?
   Low  Medium  High
   ☒  ☐  ☐

5. Is progression to a full impact assessment required?
   Yes  No
   ☐  ☒

Signed  Mags Paterson  FM Administration Manager

Date:  15 November 2006
Equality Impact Assessment: Action Plan

Please list below any recommendations for action that you plan to take as a result of this impact assessment.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Time-scale</th>
<th>Resource implications</th>
<th>Comments</th>
</tr>
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<tbody>
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