



Camden Council: Frameworks

In a drive to improve the quantity and quality of council houses across the borough, Camden Council sought framework partners able to conduct the diverse range of works.

The solution

Building Solutions (the specialist building and refurbishment arm of VINCI Facilities) was appointed to the council's Better Homes framework. Working in the Small Building Works lot, this saw the firm deliver projects up to £500k in value.

Following four years of exemplary performance on the Better Homes framework, the council recently appointed Building Solutions to lots 1, 2 and 3 of its new Property Works Framework, which will run for a further four years.

Through its appointment to this new framework, Building Solutions is now able to deliver projects up to £5m+ across an increased scope of works and wider range of properties.

The following areas of focus have proven crucial to the ongoing success of the partnership:

Trust and transparency

To maximise trust and transparency, the majority of works are priced via a pre-agreed schedule of rates. For any works outside of that scope, Building Solutions provides an open book approach, with full visibility of all costs and profits.

Collaboration and communication

Building Solutions has exceeded the scope of the framework by taking ownership of monitoring the progress of works and reporting summaries to the council via fortnightly meetings, which in turn has created major cost savings for the council.

Supply chain management

Building Solutions manages a network of six key contractors from its approved contractor list. A strong focus is placed on training, with all firms having completed a tenant engagement course and a two-day fire safety course, as well as having access to Building Solutions' online suite of e-learning courses.

Flexibility

Building Solutions' flexible approach enables it to respond at short notice to unforeseen challenges. For example, when two tower blocks unexpectedly received fire notices for failing to meet requirements, Building Solutions swiftly revised its schedule of works to prioritise the two buildings. Through working closely with suppliers and manufacturers, the two buildings were made safe and compliant within just two months.

Communication with residents

While some properties are void, the majority remain occupied throughout the works, often by vulnerable individuals. To minimise disturbance to occupants, Building Solutions employs a Resident Liaison Manager who meets residents in person to discuss any concerns and arrange time frames for the work. Following each project's completion, the Resident Liaison Manager meets occupants again to inspect the works and ensure the resident's complete satisfaction.

SCOPE OF WORKS

- » Lot 1: General building works.
- » Lot 2: Cyclical decorations.
- » Lot 3: Fire safety and improvement works.

KEY RESULTS

- » All projects to date have been delivered within the agreed time frames and budgets.
- » Due to exemplary HSE standards, there have been zero accidents and environmental incidents to date.
- » A strict purchasing policy has ensured that c.40% of all subcontracting has gone to local suppliers from the Camden region.
- » Philip James, Contracts Manager at Camden Council, commented: "I'd like to commend Building Solutions for the quality of the work conducted on the houses in Primrose Hill. The standard cannot be surpassed. The council properties now look identical to the neighbouring private properties, which in this wealthy area is no mean feat."



BUILDING SOLUTIONS

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