CASE STUDY – St Helens Hospital and Whiston Hospital
Providing hard and soft FM and capital works at two acute hospitals in Merseyside

**Challenge**
Catering for a combined population of c.350,000, St Helens Hospital and Whiston Hospital required a contractor capable of providing a first class, safe environment for patients and facilitating the efficient delivery of the hospitals’ vital services.

**Solution**
Building on its strong delivery at two PFI hospitals in Bromley and South Buckinghamshire, VINCI Facilities was selected as the partner of choice, and the following has proven vital to the project’s ongoing success:

- **Trust/transparency:** VINCI Facilities has invested c.£300k in developing a unique online CAFM system which is able to monitor SLAs and calculate penalties in real-time, with data being input via technicians’ PDAs to provide a 100% paperless solution.

- **Continuous improvement:** Examples of the project’s many CI initiatives include:
  - An innovative work order management tool called VICCI has been created by VINCI Facilities’ team, which harnesses data from the CAFM system to provide customisable, real-time, fully-automated interactive work order displays.
  - VICCI Facilities has improved safety standards by voluntarily increasing the response level of certain tasks, for example, increasing Lift Entrapment from ‘Urgent’ (2 hours response time) to ‘Emergency’ (30 minutes response time).
  - VINCI Facilities volunteered to take over ownership of managing the process for logging, quoting and approving Small Works (up to £1.5k), and utilised Lean methodologies to streamline the approach to maximise efficiency.
  - The contract will shortly see BIM introduced across all buildings to enable the team to digitally view the location of reported faults and efficiently develop appropriate solutions, in turn facilitating improved first-time fixes and response/rectification times.

- **Delivering cost savings:** Various cost saving initiatives have been introduced, including:
  - The contract saw VINCI Facilities double the size of the endoscopy department. This challenging £550k project required working in a live environment and installing specialist equipment to exacting standards of cleanliness. VINCI Facilities’ negotiated with suppliers on behalf of the Trust to reduce equipment costs by £90k.
  - VINCI Facilities has employed a dedicated Environmental Utilities Manager for the contract to continually monitor energy performance and develop energy and cost saving initiatives, such as the proposed installation of a new Combined Heating and Power system, which is forecast to deliver savings of c.£400k per year.

- **Corporate social responsibility:** The team from VINCI Facilities have run numerous fundraising activities to raise over £10k for the hospitals and a local hospice, as well as volunteering 80 days of their time to take part in decorating and gardening projects.

**Impact**
- **Project delivery:** 93% of all work orders have been delivered within SLA targets.
- **Health, safety and environment:** The past year has seen zero environmental incidents, zero RIDDOR accidents, and just 3 minor incidents.
- **Cost efficiencies:** Direct savings of c.£500k p.a. have been realised to date.
- **Customer satisfaction:** Surveys with Client directors and medical staff on the performance of VINCI Estates and Help Desk Teams have showcased average satisfaction levels of 96-98% during the last 3 years.
- **Patient care:** VINCI Facilities’ works have achieved 99% in both hospitals’ PLACE (Patient-Led Assessments of the Care Environment) audits.
- **Additional work:** The project’s success has led to VINCI Facilities securing three additional healthcare contracts across the UK with a combined valued of £16.8m p.a.

“Staff used to wait up to 20 weeks to have a light bulb replaced. Hospital staff are now confident that their service requests will be answered promptly and efficiently within two working days.”

Sue Brandreth, Project Director at St Helens and Knowsley Teaching Hospitals NHS Trust

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