



University Hospitals Coventry and Warwickshire

Two NHS Trusts and their landlord* required a trusted partner able to drive service improvement and innovation after the incumbent FM provider was found to be underperforming.

* University Hospitals Coventry and Warwickshire NHS Trust, Coventry and Warwickshire Partnership NHS Trust, Coventry and Rugby Hospital Company Plc.

The solution

The £248m 31-year contract was awarded to VINCI Facilities in 2011. It sees VINCI Facilities provide planned and reactive hard FM solutions along with approximately £5m of capital works per annum to hospitals in Coventry (built in 2008) and Rugby (built in 1884), which collectively serve a population of more than 1 million people.

Now nearly a decade into the contract, results have never been stronger, due to VINCI Facilities' efforts in the following areas:

Providing added value

VINCI Facilities has heavily invested in its operations to drive improvements, at no additional cost to the client. For example:

- » A significant asset verification and data capture project was conducted over 12 months – the largest in VINCI Facilities' history – providing the necessary detail to populate the contract's extensive CAFM system.
- » £300k was invested in reviewing and rewriting the maintenance task instruction sets to ensure full alignment with British Standards, applicable Hospital Technical Memorandums and industry best practice.
- » Bluetooth beacons have been strategically located throughout the facilities, at a cost of £40k. This enables health and safety risks (e.g. lone working) to be reduced via trackers within radios and Personal Digital Assistants.

- » In response to NHS improvement works, £500k has been spent on increasing the project team by 16% in order to improve delivery capacity.
- » Recognising the importance of digital maturity in FM, £80k is being invested in additional and improved apps, with the aim of enhancing data collection and reporting functionality.

Ensuring resilience

In order to minimise risks associated with unplanned downtime, VINCI Facilities works closely with its client to carefully consider the user requirements, operational maintenance demands and life cycle renewal stages of each project, balancing clinical impact with available funds.

Supply chain management

VINCI Facilities manages a substantial network of 110 supply chain partners, many of which provide highly-specialised services. To maximise standards, each partner is assigned an Account Manager, with performance being formally monitored on a regular basis.

Community support

Keen to support the local community, VINCI Facilities takes an active role in the client's charity fundraising events, provides complimentary services to both hospitals and sponsors numerous local groups (such as football and rugby clubs).

KEY RESULTS



>10,000 planned and reactive work orders completed per month – the largest of any VINCI Facilities contract.



Compliance scores have improved from c.70% in 2011 to c.90% currently.



>£7m invested in local supply chain partners each year.

“VINCI Facilities provides hard FM services to more than 190,000 assets, ensuring full compliance with all statutory obligations.

Through careful planning, VINCI Facilities' skilled workforce enables our clinical services (including 1,250 beds and 27 operating theatres) to continue to operate uninterrupted.”

Jim Valentine, General Manager,
The Coventry and Rugby Hospital Company.

