

Properties Division Northern Ireland Framework

Complete property management on a comprehensive scale

£14m p.a.

/ Contract value

April 2014

/ The service commenced

Ongoing

/ The duration

Consistently enhancing the satisfaction of end users, and covering over 90 client bodies, we effectively manage over 50,000 service calls per annum, across four service lines, as part of this Properties Division Northern Ireland Framework. Incorporating an annual value of circa £14 million, our geographically spread, and multi-disciplinary team, inclusive of five Area Managers and 21 Engineers, ensure the delivery of added value Reactive, PPM, Remedial and Minor Works by way of complete Property Management.

The brief

In an effort to simultaneously procure FM expertise, and value for money, the Properties Division called for an exclusive pool of contractors with the capacity to facilitate both elements, on a significant scale, across Northern Ireland. The Framework also created the parameters for other relevant Government Bodies to avail of the selected participants included within the agreement.



“GRAHAM have always adopted a strong partnering approach, especially evident during the contract mobilisation phase, where close co-operation with Property Management Branch (PMB) ensured that ‘day one launch’ was successfully implemented.”

Property Management Branch employee

The challenges

The scope of the Framework Agreement, and the sizeable order quantity associated with it, necessitated the establishment of solid relationships with reputable, and reliable, Supply Chain Partners (SCPs) capable of delivering large volumes of quality work across Northern Ireland. Identifying, and engaging, with the right calibre of SCPs represented a continuous challenge, particularly within the budgetary confines faced by Government Bodies. Nevertheless, 99% of Minor Works are completed by trusted SMEs. Stringent time constraints of Reactive P1 Calls, requiring a 30-minute reaction time, also demanded effective management controls including the creation of our dedicated team of Multi-Discipline Engineers, fully supported by contracted SCPs.

The solution

Typically, following an initial “settling in” period, our people focused team quickly got up to speed, surpassing client expectations and ultimately exceeding KPI targets scores on a consistent basis. This trust is reflected in the continued increase in annual value of the Framework from £12.38 million in 2015 to £14.21 million in 2017, and the participation of additional Government Bodies due to the Framework’s recorded success. Driven by a Contract Manager, five Area Managers and 21 Engineers, our added-value services include Reactive, PPM, Remedial and Minor Works. A dedicated 24/7/365 Helpdesk is a crucial element of our bespoke solution, with all orders received via the client’s JULES System and subsequently logged to IFS. Innovative in our approach, we have set-up a dedicated Quantity Surveyor Team to engage with SCPs, Area Managers and the client to ensure MTC project progress is accurately measured.

Outputs & Benefits

- / **Trusted Capacity:** Servicing over 50,000 calls across four service lines
- / **SME Engagement:** SMEs complete 50% of PPM/Remedial Works, 55% of Reactive Works and 99% of Minor Works
- / **Seamless Transfer:** Five office staff, four Area Managers and 15 Engineers transferred under TUPE
- / **Project Efficiency:** The annual value of works has increased by 8%
- / **Employing Local Talent:** 100% of staff are employed locally and 20 Apprenticeships per month are recorded
- / **Innovative:** The introduction of Digital Pens has reduced the administration burden of 1 full-time staff member



For more information on how we’re delivering lasting impact:

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