

Liverpool John Moores University (LJMU)

Supporting LJMU through the changing higher education landscape

£2m p.a

/ Contract value

September 2017

/ The contract commenced

October 2022

/ Scheduled completion

We have actively embraced LJMU's "One University" concept since our appointment to provide Hard Facilities Management Services in September 2017. Based on an initial five-year term, we are collaborating with the 'University of the Year' in achieving "common student-centred objectives" through the expert delivery of Managed Services, PPM and Reactive Services and Grounds Maintenance. Valued at circa £2m per annum, this contract allows us to support 25,000 students and 2500 staff across the University's trio of campuses, which consist of 44 buildings and extensive landscaped areas.

The Brief

Recognised globally as a modern, civic university, LJMU's aspiration was to establish a close working relationship with a trusted Hard FM provider capable of delivering a consistent, high-quality service that can flex according to service needs and new methods of working.



“This contract win confirms our commitment to providing excellence in FM services to the higher education market. Liverpool John Moores University is one of the largest and best known UK universities and we are honoured to be working in partnership with them,”

Stewart Palmer
Contracts Director

The challenges

LJMU's estate is spread across three separate campuses throughout Liverpool and consists of City Campus, Mount Pleasant and IM Marsh. All present common challenges associated with the delivery of Hard FM services within live, operational buildings, which necessitates an empathetic approach in order to mitigate any potential disruption to lectures or classes. In contrast to the City Campus's confined urban environment, Mount Pleasant is located within designated conservation areas and includes statutory listed buildings of architectural and historic interest, which demand specialist consideration in the completion of Building Fabric and Minor Works.

The solution

Based on a performance driven contractual arrangement, our dedicated on-site LJMU Management and Technical team, supported by a 24/7 Helpdesk, has consistently delivered a range of high-quality Managed Services, PPM and Reactive Maintenance Services and Statutory Maintenance Services. We are also responsible for Minor Works, Grounds Maintenance plus Specialist Services, which serve to enhance the end-user experience. Our digitally focussed service offering facilitated the introduction of innovative BIM 360 technology, which has been utilised to develop a robust, and proactive, asset management strategy, inclusive of a full asset validation/condition survey programme. Adhering to LJMU's "One University" ethos, we have worked in partnership with the client in sponsoring the "Best Industrial Student" prize at its School of the Built Environment Awards and also the ladies Gaelic football team.

Outputs & Benefits

- / **Prestigious Client:** LJMU was named 'University of the Year' at the Educate North Awards 2017
- / **Digital By Design:** We have introduced BIM 360 technology in support of our bespoke asset management strategy
- / **Partnership Approach:** We work closely with LJMU and have developed a targeted training/employment/placement strategy
- / **Consistent Communication:** A defined communication strategy has been implemented
- / **Approve Partners:** We hosted a 'Meet the Buyer' event, which allowed us to engage with the University's existing service partners and supplier



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

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