

Elmwood Place

Solihull Metropolitan Borough Council (SMBC): Building Repairs, Maintenance and Construction Services in a Partnering Arrangement

Maximising the True Spirit of Partnership

£8.5m p.a.

/ Project value

June 2013

/ The service commenced

8 year term (potential 10 years)

/ The duration

Operating under a 'Partnering Arrangement', we have implemented a 30% reduction in costs in the delivery of an extensive range of practical and trusted maintenance services to a vast, geographically dispersed estate. Our expert team, providing a people focussed service, in close collaboration with SMBC, has improved response times by 80% in the completion of all planned, capital and reactive works to over 2000 buildings. Additional Local Authorities under this partnership arrangement include Walsall, Sandwell and Cherwell.

The Brief

In the context of reduced council funding, SMBC demanded a long-term partner with the capacity, and flexibility, to deliver extensive building repairs, cyclical maintenance services and construction services at optimum cost and layered with enhanced end-user satisfaction throughout an initial 8-year contract duration.



"I would like to say how much I enjoyed working with GRAHAM. The professionalism of your staff maintained a friendly atmosphere, combined with a team spirit, which truly reflects a partnership"

Andy Church, Senior Quantity Surveyor
Solihull Metropolitan Borough Council

“The staff have commented and given feedback to me about how pleased they are with the conduct of the Graham workforce on site, (given that this is a vulnerable user site) with particular praise singled out for Simon, who I have been told has, at times, been working until late into the evening to progress works on site. Please can you forward this great feedback and satisfaction by the client back to his superiors.”

Mohammed Azeem, Project Surveyor
Birmingham City Council

The Challenges

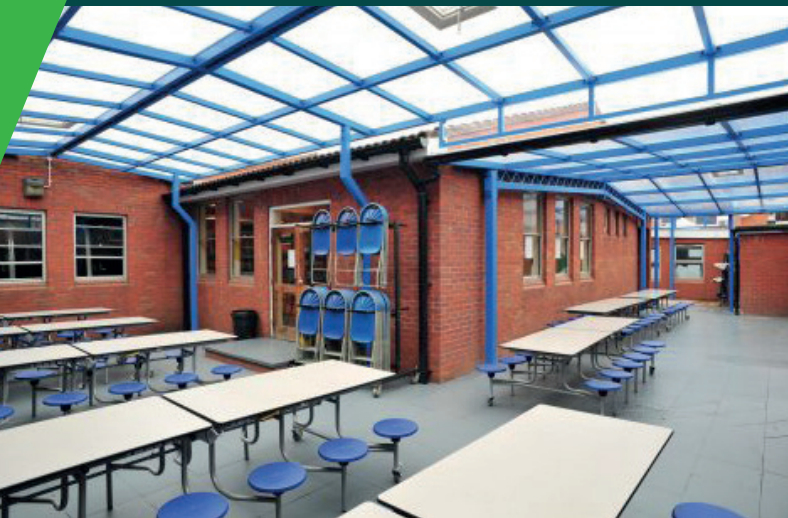
The scale and geographical spread of SMBC's contract portfolio, combined with the disparate functionality of the buildings, which encompass schools, clinics and care trust properties, has compelled our team to be rigidly compliant to vetting and security clearance and innovative in our approach to customer service and behavioural safety. Importantly, given the inherent partnership expectations of SMBC, we have committed to transparently aligning our services with the Council through the introduction of 'Alliance and Cultural' workshops, integrated branding, targeted recruitment from the local area (18 colleagues) and joint training for both GRAHAM and SMBC teams.

GRAHAM's added value solution

The successful operation of this contract is rooted in our robust mobilisation process and professional TUPE transfer of existing staff. From this solid platform, an On-Site Contracts Manager, 3 x Project Managers and a dedicated FM team, consisting of 20 Operatives with the skills and accredited training to complete all planned/reactive works and projects, ensure the practical and transparent delivery of SMBC's expectations. Examples of our flexibility on this contract include an £810k Internal Fit-Out of Smith's Wood and Re-roofing/ Solar PV Installation at Hazel Oak School (value £283k). Enhancing the contract operations further is the installation of a dedicated Quantity Surveyor Team, an on-site Asbestos and Legionella Team, and a 24/7 365 Helpdesk, which is seamlessly integrated with SMBC's Capita System. Furthermore, partnership with SMBC is embedded through mutually-agreed CSR initiatives and a commitment to local recruitment, utilisation of a local supply chain and an Apprenticeship programme with local F&HE Colleges.

Outputs & Benefits

- / **Cost Reduction:** We have reduced costs by 30%
- / **Operational Efficiency:** We have improved response times by 80%
- / **Relationship Defining Success:** We have delivered 98% customer satisfaction
- / **Robust Project Management:** Since contract commencement we have successfully provided end-to-end management for the planning-completion-handover of a number of significant projects including:
 - £810k Internal Fit-Out of Smith's Wood
 - £315k repair and replacement of pitched roof at Wilnecott High School
- / **Community Investment:** During the mobilisation of the contract we worked closely with SMBC to recruit a team of 18 local staff



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

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GRAHAM