

North Somerset Council

# Servicing North Somerset's 210,000 residents

**£2.8m p.a**

/ Contract value

**March 2012**

/ The contract commenced

**October 2018**

/ The contract completed

True collaboration is at the heart of our relationship with North Somerset Council. Located in South West England, we support the Council's expansive estate, comprising of over 450 properties, in the provision of planned and reactive maintenance services, supplemented by multi-trade minor works. Delivering over 2000 work orders per annum, and completing in excess of 1500 reactive works, our flexible approach has ensured the attainment of an average KPI score of 96%. Complementing this measured term contract, we also deliver Property Compliance Services, including testing, inspection and reporting, valued at £400k per annum.

**The Brief**

From social care and recycling, to schools and leisure, North Somerset Council's remit is vast. So too are its assets. With that, the Council entrusted us with two separate FM contracts covering publically accessed, occupied and operationally critical facilities, so that it can focus on its priorities - meeting the needs of over 210,000 residents. Safety and end-user satisfaction are therefore at the heart of the brief.



“GRAHAM has been our contractor partner in delivering all our statutory compliance, testing, inspection and preventative maintenance since 2012. The company ethos of GRAHAM is one of genuine collaboration and partnership,”

Mark Sweeney  
Property Services Manager,  
North Somerset Council

**“GRAHAM has worked extremely well in making sure all our users in schools, libraries and corporate buildings remain safe and the estate remains compliant. We have had no issues or incidents across our wide and diverse estate in that time, which is an enviable record,”**

Mark Sweeney  
Property Services Manager, North Somerset Council

### The challenges

Our twin contracts with North Somerset Council encompass the maintenance of over 450 properties, dispersed across a sizeable geographical area of approximately 145 square-miles. Naturally, this significant footprint tests our planning and reactive resilience on a 24/7/365 basis. Committed to meeting this challenge head on, our mobile solution ensures comprehensive coverage, guaranteed through the availability of a minimum of two, on-call multi-skilled Operatives at all times. Emergency works fall into two categories, A and B, and are attended and made safe within a two-hour window.

### GRAHAM's solution

A measure of our capacity to deliver benefits beyond the brief, we have completed over £4m worth of significant refurbishment projects on behalf of North Somerset Council. Examples include an £800k refurbishment at the Hannah More and Grove Educational Facilities and the completion of £900k of modular building and ground works at St Anne's and Birdwell Primary Schools. Supporting our expert Contract Management Team in all aspects of this contract, is our 24/7/365 Helpdesk service, which acts as the primary interface for all site users. The Helpdesk, utilising our centralised CAFM system, serves to communicate and coordinate all tasks as well as monitoring and reporting on completion. The introduction of a dedicated Quantity Surveyor to manage cost submissions and the establishment of Monthly Account Resolution Meetings are additional added value elements that we have implemented in achieving an enviable record of “no issues or incidents”.

### Outputs & Benefits

- True Partnership:** We support North Somerset Council in the provision of two key contracts: 1. Planned and Reactive Maintenance and Planned Multi-Trade Works, 2. Property Compliance Services: Periodic Maintenance, Testing, Inspection, Reporting and Management Services
- Going Mobile:** All our Operatives are mobile, which facilitates the swift resolution of tasks across this large geographical area
- Project Efficiency:** Over 2000 work orders and 1500 reactive works are delivered on the proactive and planned maintenance contract per annum
- Beyond The Brief:** Over £4m worth of refurbishment projects have been completed on behalf of North Somerset Council
- Open Book Approach:** A dedicated cost management resource has brought efficiencies to cost submissions in an open book approach



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

+44 (0) 845 6006 300    [fminfo@graham.co.uk](mailto:fminfo@graham.co.uk)    [graham.co.uk](http://graham.co.uk)

**GRAHAM**