

Enterprise

maintaining the infrastructure of the UK

Case Study: CHESHIRE COUNTY COUNCIL – Facilities Management

Background

Enterprise has developed a framework partnership with Cheshire County Council that delivers a holistic 'hard' facilities management service throughout the County Council's corporate estate.

Enterprise maintains a total of 303 corporate buildings and 237 educational buildings, accounting for some 7,500 individual repairs each year.



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Initial Situation

The five year partnering agreement, invests Enterprise's property solutions division with responsibility for the delivery of reactive maintenance services to Cheshire County Council.

These include all building fabric repairs, electrical testing and repairs, lift maintenance, heating and ventilation maintenance, glazing services and fire prevention system testing and maintenance.

Key Customer Requirement

We recognised that the priority for Cheshire County Council was to be certain that their buildings would be available and fit for purpose at all times

Our Response

We realised that the most effective method of fulfilling the County Council's needs was through self-provision of their facilities management services.

Enterprise directly employs all operatives and support staff engaged in this partnership, all of whom are dedicated to our work with the County Council. The use of external providers is restricted solely to specialist and infrequent repair tasks.

Our delivery approach is shaped by the needs of the building occupier. The culture of business focused maintenance which Enterprise has installed is helping to add value to the core operations of the County Council.

This maintenance system guarantees the availability of all building assets and supporting the functional uses of each building within the County's property portfolio.

Improvements Achieved

Service quality and performance is measured by a suite of performance indicators which we share freely with the County Council.

Service responsiveness indicators measure the time taken to complete a repair and our service reliability is monitored by the sustainability of each repair and the availability of business critical assets.

Over 95% of all repairs are completed within agreed timescales, based on the criticality of the asset to the County Council's business continuity.

All repairs regardless of priority are completed within the same day of reporting.

Over 90% of all repairs are completed on first attendance by our operative.

Summary

Our approach is designed to add value to the County Council's core needs by providing a supportive, customer focused maintenance approach.

We have built a facilities maintenance service that is responsive to the particular needs of each building occupier. It ensures building and asset availability and business continuity.

By grouping the corporate estate maintenance services into a bundled 'hard' facilities management partnership the County Council has realised significant value for money advantages coupled with an enhanced service standard.

The single point of contact for all maintenance requirements provides continuity for building occupiers and users, allowing them to focus on the delivery of their core public service responsibilities.