

Croydon Council

# Making a “real difference” for Croydon residents

**£1.5m p.a**

/ Contract value

**May 2016**

/ The contract commenced

**5 year (initial term)**

/ Contract duration

Praised for our collaborative approach and “positive contribution to the effective running” of Croydon Council’s estate, we provide building fabric planned and reactive maintenance works, and multi-trade planned works, as part of a successful public/private partnership. The establishment of clear objectives, particularly around recruitment and investment in the local Croydon community, and explicit social value commitments, have strengthened our relationship with the Council and continue to enhance outcomes for stakeholders, residents and service users.

## The Brief

As part of a Building Maintenance Contract, Croydon Council selected us to deliver a core general building and property service, comprising a programme of planned and statutory maintenance works and reactive repairs to maintain all buildings, assets and properties. An emergency 24/7 out of hours ‘making safe’ service is also part of the brief.



“The collaborative approach we have with GRAHAM has really started to make a positive contribution to the effective running of our estate,”

Mark Norrell  
Director of Facilities and Support Services,  
Croydon Council



“Having an experienced partner who is prepared to work with us, combined with their commitment to help us to achieve our objectives, makes a real difference to the way we work together and improve for the benefit of our residents and services,”

Mark Norrell  
Director of Facilities and Support Services, Croydon Council

### The challenges

Located within London's second largest borough by population, Croydon Council's estate includes 130 buildings of varying use and a further 120 parks/open spaces. In servicing this expansive portfolio, our local maintenance teams must adhere to individual site-specific procedures/protocols when working in occupied sites which, given the broad scope of the Council's services provision, may accommodate vulnerable adults and children.

### GRAHAM's solution

Home to a diverse population of over 380,000 people, Croydon Council's property portfolio is made up of municipal buildings, medical facilities, schools, childcare centres, community hubs, leisure centres, libraries and 120 parks and open spaces (incorporating park gyms/public facilities). As part of a five-year contract, we deliver a range of FM services that include reactive and planned maintenance, building fabric works, interior fit-out, joinery, internal decoration, roofing, drainage and glazing repairs on a 24/7 basis. Fully aligned to Croydon Council's 'Social Initiative', our team, led by a dedicated Contract Manager and Project Manager, utilises a skilled local supply chain and is committed to a 75% SME engagement target. Employing an advanced CAFM System, all work requests are seamlessly coordinated through our 24/7/365 Helpdesk. Some of the additional project works we have undertaken between June and August 2018 include the refurbishment of Croydon Library's fourth floor and the completion of the strip out and enabling works at the Cherry Orchard Centre.

### Outputs & Benefits

- / **Community:** We have participated in a range of events, including 'The New World of Apprenticeships' at Croydon College, a Careers Talk at Harris City Academy and a Careers Evening at Norbury Manor Girls School
- / **Partnership Charter:** We have developed a Partnership Charter, which ensures all parties fully embrace partnering principles and are integrated within the Contract Execution Plan. In July 2018 we attended a Meet the Buyer event at Bernard Weatherill House and sponsored the Croydon Council Staff Awards
- / **CSR Commitments:** Over the life of the contract, we are committed to 75% SME engagement and participating in an annual energy clinic with SMEs
- / **Specialist Services:** We manage specialist/nominated supply chain partners i.e. asbestos removal contractors



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**