

Swansea University and Gower College

# Enhancing the student experience at Swansea

**£3.5m p.a**

/ Contract value

**March 2015**

/ The contract commenced

**April 2020**

/ Scheduled completion

Servicing over 7000 Reactive, PPM and Remedial Works orders per annum, we provide exceptional student focused Reactive Property Repairs and Minor Works to Swansea University and Gower College. Beginning in 2015, our partnership coincides with an exciting time of expansion for the University and College, which our dedicated, campus-based team support through the delivery of bespoke technical solutions.

## The Brief

Merged together in 2010, with a reputation for the "highest quality" of teaching standards, Swansea University and Gower College's aim was to appoint an experienced contractor with the expertise, skills and professionalism to deliver a range of Reactive Repairs and Minor Works. Making a positive contribution to the enhancement of the student experience was also a prerequisite.





"GRAHAM work closely with the University's Estate teams to deliver a range of high quality maintenance and small works services. GRAHAM's attention to detail, flexibility in approach, and the professionalism of their staff and supply chain has made this a very successful partnership over many years,"

Ian MacPherson  
Associate Director - Estates and Facilities Management,  
Swansea University and Gower College

### The challenges

A hotbed of learning to over 13,000 undergraduates from over 120 countries, Swansea University and Gower College required a dedicated campus based management, delivery and support team. Due to the scale and scope of the contract, which necessitates planned, and reactive, M&E Services, in addition to Multiple Building Fabric Services plus Minor Multi-Trade Works, a dedicated on-site office was created on the ground floor of the Talbot Building. This acts as a Control Hub for operations and houses our Helpdesk which is fully integrated with the University's own CAFM System.

### The solution

Our dedicated on-site team, and relevant trade suppliers, complete over 7000 Reactive, PPM and Remedial Works orders, including Out of Hours Services, per annum in compliance with current regulations, ACOPs and the University's own procedures. The seamless transfer of 20 staff following a diligent TUPE process provided the foundations for this successful contract, which incorporates extensive additional Ad-Hoc Refurbishment/Modification Works. Notable examples include the refurbishment of the Great Hall changing unit and the Gower Room within Fulton House. A lasting relationship has been forged through the creation of a defined communications strategy that enables the formal discussion, and resolution, of potential issues with representatives from across the University's estate. Informally, our open door policy fastens this client relationship and ensures the smooth running of contract operations.

### Outputs & Benefits

- / **Integrated Approach:** We have created a designated on-site office within the Talbot Building
- / **Quality Delivery:** We consistently achieve best in class overall annual KPI scores
- / **Efficient Delivery:** Servicing over 7000 Reactive, PPM and Remedial Works orders per annum
- / **Seamless Transition:** 20 staff successful TUPEd across to GRAHAM



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

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**GRAHAM**