

University of the West of England, Bristol

# Rising to the university challenge

**£3.5m p.a**

/ Contract value

**February 2016**

/ The contract commenced

**March 2021**

/ Scheduled completion

With an average 87% 'first fix' rate in the completion of over 8,500 reactive jobs per annum, we provide extensive support to the University of the West of England, Bristol (UWE Bristol) in achieving its core purpose of "advancing knowledge, inspiring people, transforming lives". Tendered as four separate lots, our established reputation in the education sector ensured that we were awarded all four lots for the provision of a Hard FM solution that includes planned/preventative and reactive maintenance and minor works services across a vast 88 hectares estate of three main campuses, comprising of 167 buildings.

## The Brief

Currently investing approximately £220m on new accommodation and enhanced facilities as part of its Campus Masterplan, UWE Bristol required an experienced FM provider to deliver best-in-class Building Fabric Maintenance, Mechanical Services, Electrical Services and Specialist Services to facilitate the seamless operation of its evolving estate.



"It is an exciting time for us to be coming on board with the development of the University estate and we look forward to being a valuable partner in assisting with UWE's development Masterplan with a focus on enhancing the student and staff experience"

Gareth Smyth  
Operations Director

“We are delighted to have won this significant contract in a strategically important region. We have a wealth of experience and expertise in providing FM services in the higher education market and look forward to applying some of our best working practices to UWE”

Gareth Smyth  
Operations Director

### The challenges

Home to 27,000 students, UWE Bristol is one of the largest providers of higher education in the south west of England. Within this bustling environment, that includes over 3055 residential rooms, our on-site team is mindful of its responsibilities in minimising disruption to lessons and lectures when performing comprehensive Hard FM tasks. Student focussed, we have developed exam room protocols and ensure that lighting, temperature and cleanliness are of the highest standards prior to, and following, exams.

### The solution

We established a campus based management, delivery and support team, operating centrally from dedicated accommodation at the Frenchay Campus. Reflecting the scale of UWE Bristol’s residential estate, we created a dedicated multi-skilled Student Accommodation Maintenance Team who efficiently complete approximately 18,000 tasks per annum. This ensures consistency of delivery and promotes the completion of more than one PPM task within single planned attendance. Our residential presence is complemented further through our bespoke UWE Student Charter, which sets out our objectives and service delivery commitments. A range of additional mechanisms, such as Student Focus Groups, also strengthens this interface model. Echoing the residential task volume, the main campuses generate 18,000 PPM and reactive maintenance/service requests per annum. These are facilitated through a 24/7 helpdesk and emergency response service.

### Outputs & Benefits

- / **Complete Partnership:** The GRAHAM team is based on-site at the Frenchay Campus
- / **Project Efficiency:** 87% first time fix completion ensuring no call backs and end-user satisfaction
- / **Best Practice:** We have facilitated liaison and consultation between UWE and our client Queen’s University Belfast – permitting the sharing of knowledge and experiences
- / **Charter for Excellence:** We developed a Student Charter outlining our objectives and commitments
- / **Exam Room Protocols:** We minimise issues that may distract students such as flickering lights, overly heated rooms or failing IT
- / **Training Focus:** We employ a dedicated training portal for staff to ensure continual availability of role specific training material



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)

