

# THE WEST SUSSEX HEALTH AND SOCIAL CARE NHS TRUST

## *30 year Estates agreement provides long term service provision to six healthcare facilities*

"By investing in new equipment and providing 24 hour cover, Dalkia have enabled the Trust to focus resources on patient care. The service gives us the support we need and enables us to commit to long term plans with stable running costs".

Mark Heathcote,  
Director of Estates and Facilities,  
West Sussex Health and Social Care NHS Trust

### Customer profile

The West Sussex Health and Social Care NHS Trust provides community, therapeutic and mental health care from six sites in Chichester, Midhurst and Bognor in West Sussex.

### Site need

The six sites comprise a wide range of buildings used for patient care. To provide facilities management for all these sites the Trust needed service providers who could provide a wide range of facilities and estates support backed by the necessary investment. As a result of the tender process Norwich Union funded NU Local Care Centres, acting for the Trust, awarded a 30 year facilities and estates management contract to Dalkia.

### Dalkia's solution

The Dalkia solution covers management and delivery of a range of hard and soft facilities services including engineering, maintenance, projects, waste management, laundry, gardening, pest control and hotel services including cleaning, catering, portering and security. The contract was negotiated under PFI which also provided investment for group 2,3 and 4 equipment to the Trust mental health and community units.

The wide range of mechanical, electrical, energy, utility and estate services are provided to the sites by dedicated on-site and specialist mobile teams co-ordinated via a 24 hour helpdesk. A dedicated team of around 70 provide 24 hour cover for a range of mechanical and electrical services including CCTV, lifts, emergency generation and electrical supplies, HVAC, access control, lighting, medical furniture and medical gas supplies. The team is also responsible for fire alarms, protection and monitoring, building and hotel services. Utilities managed under the contract include gas, electricity, and hot and cold water supplies.



## ESTATES AND FACILITIES MANAGEMENT

The various Trust buildings have extensive landscaped grounds designed to create a good patient care environment. Included in the on site team are the specialist skills to ensure the building fabric and the grounds are maintained, and to provide vermin control. Another important aspect of the agreement is the provision of hotel services which are also provided by the on site teams.

Under the agreement Dalkia is responsible for:

### Energy management

- Building energy management systems
- Monitoring and targetting
- Target consumption and budget costs
- Monthly full and exception reporting
- Energy control and targetting
- Hot water supplies
- Heating and ventilation
- Gas supply
- Emergency generators
- Essential and non essential electrical supplies
- Lighting management and control

### Utilities management

- Water supply
- Compressed air
- Medical gases import and handling
- Sewage services
- Waste handling and disposal

### Building and hotel services

- Painting and building fabric
- Mechanical and electrical maintenance
- Plumbing and drainage
- Lifts
- Fire alarms, fire protection and monitoring
- Security (access control) and CCTV systems
- Grounds and gardening
- Car Parks and external lighting
- Vermin and pest control
- Laundry
- Catering

## BENEFITS

- Focus resources on patient care
- Cost control and savings
- Performance targeted Estates service
- Access to specialist Dalkia support teams
- PFI investment allowing resources to be directed to patient care
- Environmental compliance
- Achievement of NHS strategic objectives



- Cleaning
- Portering.
- Finance, procurement and management of group 2,3 and 4 equipment

### Dalkia Utilities Services plc

Elizabeth House,  
56/60 London Road,  
Staines, Middlesex TW18 4BQ

Tel: +44 (0) 1784 496200  
Fax: +44 (0) 1784 496222  
E-mail: [hotline@dalkia.co.uk](mailto:hotline@dalkia.co.uk)

Part of Dalkia plc

**THE WEST SUSSEX HEALTH AND  
SOCIAL CARE NHS TRUST**

