



CASE STUDY

OPENVIEW MEETS SERVICE TARGETS FOR MAIDSTONE BOROUGH COUNCIL

Maidstone is a vibrant, prosperous, urban and rural community and the county town of Kent in South East England. The town is ranked in the top five shopping centres in the south east of England for shopping yields and, with more than one million square feet of retail floor space, in the top 50 in the UK.

The Challenge

Maidstone Borough Council wished to award a five-year electrical services contract with optional yearly extensions for planned preventative and reactive maintenance, inspections and planned upgrades to emergency lighting and fire alarm systems. These systems were installed in all public and domestic properties managed by the council.

The Solution

Following a competitive tender, OpenView was awarded the contract which runs through to 2022. The company now undertakes responsive repairs, cyclical servicing and remedial works for the following:

- Fire Alarm Systems
- Automatic Opening Vents
- Sola PV System
- Emergency Lighting
- General Lighting Upgrades
- Generators
- UPS Systems
- Specialist Lighting Controls
- Street Lighting
- Public Open Parks

To deliver the most effective 24/7/365 service, OpenView carried out a complete overhaul of the PPM process to increase efficiency. Regular monthly contract progress meetings are also held to seek continuous improvements. An example of which has been to ensure that product training is rolled out to all operatives working on the contract and utilising multi-skilled engineers to test emergency lighting and fire alarms during the same visit. This has proved to be very successful and has reduced the time and cost of duplicated processes and repeat visits by engineers.

As well as helping to minimise disruption for council staff and residents, this streamlined programme has delivered savings to Maidstone Borough Council by reducing PPM costs by 5%.

OpenView's approach has also reduced the pressure on orders for reactive maintenance during busy periods by making available extra resources to carry out these works. This has delivered a 9% saving in labour costs to Maidstone Borough Council as well as improving compliance scores by 8% and customer satisfaction by 6%.

Throughout this contract, OpenView has demonstrated excellent stakeholder engagement and management by undertaking regular site visits at care homes and sheltered accommodation. This has included close liaison with scheme managers to ensure they are present during site to minimise the incidence of no accesses and optimise service delivery.

A key challenge has been the need to carry out works in the town's many listed buildings such the museums and Town Hall. Special care was needed in the 14th century Archbishop's Palace which is one of the oldest buildings in the town and used for weddings as well as being Kent's main Coroner's Court. OpenView works closely in partnership with the council and other stakeholders, including English Heritage, to ensure all working practices are compliant.

OpenView has consistently achieved compliance with PPM activities consistently being recorded at 100% and helped the council's delivery teams to understand the type and condition of their assets as well as how to best maintain them and assure compliance moving forwards. This is ensuring that Maidstone Borough Council is able to make more informed decisions regarding future budgets and upgrade programmes.

Maidstone Electrical Services Contract - Resident Satisfaction Performance in Year 3

KPI collated by Openview Security Solutions Ltd

