

Building Maintenance Asset Management

Project Objectives:

Severn Trent Water required an in-house system for ordering, managing and reporting building maintenance works. Whilst an annual budget of £3m was held by the Building Maintenance Team, Severn Trent Water were aware additional revenue, the exact amount of which was unknown, was also being spent on building maintenance across the whole of their business. In addition, there were no control/monitoring mechanisms in place to check the competency of contractors being appointed to carry out these additional works.

Severn Trent Water were looking for a more efficient management system, flexible enough to accommodate a wide range of work requests ranging from a simple tap or door repair to a full mess room refurbishment up to a value of £50k. The system was to incorporate an efficient checking and consolidated payment method to contractors with full ongoing management, performance and financial reporting.

“Arcus provide a valuable Contract Administration service on our Measured Term Contract which covers the whole of the STW region and has an annual spend of around £9M. Their Help-Line service performs well as a single point of contact for ordering and query resolution, whilst their auditing service has ensured submitted claims remain accurate and within expected costs. The reports on Contractors performance against set KPI's are thorough and detailed yet easy to follow and allow trends to be quickly picked up.”

Rob Woolley, Severn Trent Water

SEVERN
TRENT



Arcus Solutions:

Arcus established a bespoke pricing tool incorporating a schedule of rates, day works and discount bands. We also designed a tailored database enabling the full integration of all works requests, costs and reports.

To manage this process a Help-Line was set up by Arcus to receive calls from designated Severn Trent Water personnel. This was overseen by our team of Building Maintenance Technicians who are responsible for organising the planned building maintenance of operational sites.

Arcus also prepared contracts for Severn Trent Water to appoint Framework Contractors to work in designated geographical areas. Once appointed, the Framework Contractors received enquiries and orders from our Help-Line to complete works to agreed priorities and performance indicators.

The performance indicators developed by Arcus encourage efficient completion and accrued payment of work through a pro-active check and query system. This highlights errors, overpricing and tracks savings helping Severn Trent Water to manage their budgets.

As the efficiencies of the service provided by Arcus and the Framework Contractors have been realised, other divisions within Severn Trent Water have begun using the service; these have included Capital, Facilities and Marketing. As a result, the annual spend held by Building Maintenance has increased from £3m to £9m per annum.

Delivering Value:

As part of our service, site checks and audits carried out by Arcus have identified potential overcharging by the Framework Contractors which Severn Trent has been able to re-coup. In one instance alone, this amounted to a credit note of £44k.

As well as delivering Building Maintenance Asset Management, we have delivered a variety of services including Asset Condition Surveys on 1,000 pumping stations, with the subsequent works being ordered and managed through the Arcus Help-Line and carried out by the Framework Contractors.

“The performance indicators developed by Arcus encourage efficient completion and accrued payment of work through a pro-active check and query system. This highlights errors, overpricing and tracks savings helping Severn Trent to manage their budgets.”

Rob Woolley, Severn Trent Water

SEVERN
TRENT

Overview:

Client: Severn Trent Water

Disciplines: Project Management, Building Surveying, Quantity Surveying, CDM-C, Mechanical and Electrical Engineering, Help Line

Value: £9m per annum



Manchester Registered Office

Corner House, 177 Cross Street,
Sale M33 7JQ

t: 0161 905 3222

e: manchester@arcus.uk.com



www.arcus.uk.com