



Case Study - Newcastle City Council Building Schools for the Future - Phase 1

Providing Investment Management, Hard & Soft Facilities Management and Community Services at seven schools

Challenge

Operation of seven schools across Newcastle with a capital value of £150m – management of a diverse range of schools requiring a flexible and adaptable approach to deal with the differing needs of each school.

Solution

Aura was selected to oversee the delivery of services across the sites. Aura's partnering approach has underpinned a first class service that has been well received by the client and school stakeholders, the following has proved vital to the success of the service:

Trust & Transparency:

Aura has fostered a 'no surprises' approach from day one working with the client, stakeholder and subcontractors to raise issues as soon as they occur. Our philosophy has been to find a way forward through any issues taking the lead on suggesting and delivering solutions - where needed Aura has funded solutions outside of the contract requirements to maintain the partnering approach. Providing accurate and timely performance reporting – working to annual performance targets and monitoring the effectiveness of the service through stakeholder surveys and monthly stakeholder meetings.

Continuous Improvement:

- We have worked with the construction partner from the handover date through to the latent defect period – identifying any building defects or snags and coordinating the rectification with the contractor and the facilities management provider.
- We have worked closely with the secondary schools managing community bookings and organising community events, enhancing the image of the schools in the community and providing additional income.
- We have worked with the facilities management provider to monitor the condition of the building annually to ensure that the building is maintained to an appropriate standard.
- Lean approach to stakeholder small works changes – providing the schools with an efficient and effective approach to any changes required in the buildings whilst maintaining the appropriate building standards.

Delivering To Standard:

The project is delivered in line with a stringent payment mechanism based upon performance to a detailed specification. Aura also manages 22 Collective Partnering Targets which cover a range of issues related to the building including increasing the use of the schools by the community and other parties, decreasing damage to the building and minimising any insurance claims and providing a service that achieves a high customer satisfaction rating.

Impact

Over the last ten years we have;

- Delivered the service: In a partnership manner and have good relationships with all key stakeholders. We have delivered in excess of £1m of alterations to the buildings to meet clients' requirements without impacting education activity.
- Health, Safety & Environment: The service is audited annually and for the last three years there have been no non-conformances raised. We have a very low accident frequency rate and actively manage H&S in everything we do.
- Customer satisfaction: Client survey's are consistently good / excellent.
- Added benefit: We have proactively facilitated extra curriculum activities on all our sites.

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Contract Information

- Client: Newcastle City Council
- Location: Canning Street, Stocksfield, West Jesmond & Walkergate Primaries, Thomas Bewick SEN, Walbottle and Kenton Secondary Schools
- Value: £12.9m per annum
- Duration: Sept 2008 – Sept 2035
- Contract: PFI
- Scope of Service:
 - Health, Safety & Environmental Management,
 - Hard FM,
 - Soft FM,
 - Security,
 - Booking & Event Management Services,
 - SPV Management,
 - Life Cycle Management,
 - Performance Management,
 - Project Capital Works Service

" It's fantastic having an area where all the specialist services operate from. We are already seeing the benefits of this integrated way of working and our children seem more settled as a result".
SEN Co-ordinator, Walbottle School.