



Case Study

Her Majesty's Treasury and
Her Majesty's Revenue PFI



The Leading Light in Technology Enabled
Facilities Management & Property Services



LOCATION

Westminster, London

ESTATE SIZE:

1,000,000 sq ft

FM CONTRACT DURATION

2002 - 2038

HM Treasury and HM Revenue are housed in a newly refurbished Grade II listed building in Westminster, London. The building houses over 5,000 staff along with office space, conference facilities, library, gym and restaurant.

Overview

Bellrock through Exchequer Partnership (EP) provides a range of FM services to the refurbished HM Treasury and HM Revenue building in Westminster.

Originally built between 1900 – 1912, the building is Grade II* listed and holds a place in the nation's history. Due to its construction the building was chosen as a suitable home for Churchill's wartime cabinet.

Background / Key Challenges

In 2004, the Government sought a supplier who would be attuned to a different way of collaborative working. Following a series of high profile PFI's awarded that had attracted highly negative press; they were keen to identify partners who would not be fixed in their approach, with a defined set of service skills which included specifically:

- Capital works project management
- The full range of soft and hard service capabilities
- A highly sophisticated help desk function joined with a robust integrated IT/CAFM platform
- Proven strength and depth of management and technical capability willing and able to provide best practise recommendations and advice
- Cultural alignment was a key criterion for supplier selection; they sought a partner who would:
- Reflect their required customer first ethos
- Have a demonstrable track record of collaborative working

Bellrock (then trading as SGP) were selected and formed part of the "Exchequer Partnership" – a special purpose vehicle that included Lend Lease and other suppliers with specifically required skill sets.

Bellrock were tasked with integrating the various stakeholders, providing the cohesion and "glue" that connected the various service streams with their state of the art IT/CAFM platform, delivering services to a measurable (and very high standard) and preparing a business plan that would reduce the operating budget by up to 20% per annum.

Achieved to Date

During the refurbishment phase of the project, Bellrock removed 16 miles of corridor, the opening of unused light wells, and the installation of 455 miles of cable.

Operationally, with the initiatives various formed in collaboration with the service teams, a significant percentage of costs have been removed from original projections including those of energy, cleaning, security and conferencing.

Customer satisfaction scores remain in the high '90's for all service streams.

Our collaborative efforts achieved ISO14001 accreditation for the contract as a whole in 2012.

Services

- 24/7 & On - Site FM Contact Centre
- Catering, Vending & Hospitality
- Cleaning & Window Cleaning
- Conference Room Management
- Events Management
- Internal Planting
- Key Management
- Security/ Manned Guarding
- Reception
- Waste Management