

# Case Study

# John laing

making infrastructure happen



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#### Client

**Tyne and Wear Fire and  
Rescue Service (TWFRS)**

#### Services include

Cleaning and Waste Management  
Security  
Health and Safety  
Building Installations and  
Asset Management  
Grounds Maintenance  
ICT  
Furniture and Equipment  
Maintenance  
24 hour Service Desk Provision  
Utilities Management  
Community Use Support

#### Term

19 years

#### Start

May 2010

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**Safeguarding services and  
protecting jobs in Tyne and Wear**

**Mobilisation to operational  
in 10 days – including TUPE**

# Case Study



## The Client

**Tyne and Wear Fire and Rescue Service provides a wide range of preventative, protective and emergency response services across the Tyne and Wear metropolitan area, covering the council areas of Gateshead, Newcastle, North Tyneside, South Tyneside and Sunderland. In 2007 the Fire Service opened six new community fire stations, service headquarters and a technical services facility.**

In 2010 the company responsible for the management of the new stations went into administration, leaving Tyne and Wear Fire and Rescue Service without a dedicated service provider and 46 staff without employment beyond 1st May 2010. Following a competitive tendering exercise John Laing Integrated Services was awarded the contract to provide services to the eight facilities.

A key factor in Tyne and Wear Fire and Rescue Service's decision to partner with John Laing Integrated Services was our proven ability in the management of fire facilities already established in the North East.

## The Challenge

**The challenge was to undertake the transfer of all staff and services to John Laing Integrated Services within 10 days whilst retaining business continuity. We had to ensure a seamless transition with continuity of services and continued availability of the facilities at all times.**

Sheila Old, Administrator,  
transferred to JLIS from Jarvis  
Accommodation Services:

"I was extremely pleased with the efficiency of the TUPE transfer given the length of time that JLIS had to complete this. We were invited to an open evening where we found the staff open and honest in a totally relaxing atmosphere and I was extremely relieved to know that my job was secure. The whole process was really efficient."

## The Solution

John Laing Integrated Services established an implementation team to progress and plan the significant work required to ensure a smooth transition for service commencement.

We undertook a consultation with staff in the development of a comprehensive transition, mobilisation and contract management plan

A dedicated HR Manager, responsible for managing the transfer, was identified whose role was to ensure that adequate communications were undertaken with all parties involved and that all staff affected had a point of contact at all times.

Our communication process used a variety of communication channels such as face-to-face interviews, newsletters and open evenings. The communication plan was designed to provide as much information as possible regarding the transfer process and what, if any, changes staff may experience once they transfer over, as well as information about our organisation, people and ethos and how the transfer will affect their employment.

John Laing Integrated Services undertook a positive approach to all employment relations and worked proactively to ensure that all relevant policies and procedures were rolled out to all employees.

## Innovation & Results

- Job security for all 46 staff and a smooth transition to John Laing Integrated Services, with full engagement of the staff during all stages of the process despite the tight timeframes.
- Tyne and Wear Fire and Rescue Service confident with our abilities and happy with the speed and professionalism of the transfer.
- Business continuity maintained at all times with no detrimental impact on the authority.
- All 46 staff inducted within a five day period.
- Internal support teams mobilised to deliver job specific training for all staff including performance management, commercial, health and safety.





## Case Study Snapshot

### The Challenge

- Transfer staff within a 10 day period
- Mobilisation to operation within 10 days
- Maintain continuity of services at all times

### The Solution

- Dedicated experience resources put in place
- Communication and engagement with staff at all times
- Proactive approach to all employee relations

### Innovation & Results

- Job security for all 46 staff
- Service continuity maintained
- Staff inducted and trained within a five day period

# John Laing Integrated Services

**We focus on building strong partnerships and consistently delivering client objectives.**

John Laing Integrated Services (JLIS) provides a full suite of operational services to public sector clients, including local authorities, education, rail, police, fire and rescue, health and cultural services. We are also at the forefront of outsourcing for library services, being the only private sector organisation running and directly employing library professionals in the UK.

Our success is based on developing management solutions that enable our clients to focus on their core business, whilst delivering first class, front line services to their customers. By investing time and resources into ongoing value-added consultancy, we support our clients in the delivery of service solutions and innovations, whilst seeking savings for the longer term.

Our market-leading service and support centre, EQ24/7 is a powerful bespoke tool that allows us to maintain and improve the quality of our customers' services and assets. It also ensures contract terms, payment mechanisms and service level agreements are constantly monitored and met.

## Contact

### Head Office

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