

# Case Study

# John laing

making infrastructure happen



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#### Client

**The London  
Borough of Hounslow**

#### Services include

Libraries  
Heritage  
Arts and Culture  
Parks  
Allotments  
Cemeteries

#### Term

15 years – Libraries  
10 years – Parks

#### Start

1st July 2008

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Modernising the library  
experience and environment

# Case Study



## The Client

**In 2008 John Laing Integrated Services (JLIS) were awarded a 15 year contract to manage the London Borough of Hounslow's arts and culture portfolio, which includes 11 libraries. We are responsible for the library services and the management and maintenance of the library buildings.**

In order to ensure the longevity of the library portfolio, a key factor in the council's decision to outsource the library service to John Laing Integrated Services was our extensive facilities management experience and project management capabilities.

## The Challenge

**The library estate in the London Borough of Hounslow ranges from a Carnegie library, to late Victorian buildings right through to 1930s and 60s design. The majority of the library buildings were in need of asset renewal and remedial works, in particular roofs, structural issues and heating systems needed to be addressed. There was also an urgent need to tackle a backlog of maintenance issues that had built up over a number of years.**

Due to the diversity of the library portfolio there was a need to provide a bespoke solution for each library; responding to its design and build, location, and proximity to other facilities.

With limited resources available, the challenge was to identify property/funding solutions for the longer term.

## The Solution

John Laing Integrated Services introduced EQ24/7, its service solution to monitor library performance. EQ24/7 allows JLIS to monitor all sites and services, across the contract, ensuring that all allocated tasks are recorded, monitored and met.

The development of reactive, preventive and proactive maintenance regimes, fully integrated within EQ24/7 ensures that all building related issues and enquires are dealt with in an efficient manner.

Hand held technologies have been introduced to make the process and work force more efficient by delivering quicker response times.

John Laing Integrated Services undertook comprehensive condition survey's of all of the boroughs libraries and proposed a phased programme of capital works.

To accelerate the library improvement programme, John Laing Integrated Services took a strategic decision to forego short term fixes and measures on key sites. By combining repair, capital and life cycle works we have enabled the remodelling and refurbishment of two key libraries.

Utilising our Project Management abilities and established Procurement Strategy, the London Borough of Hounslow have benefited from our supply chain agreements to achieve better value for money.

John Laing Integrated Services, the London Borough of Hounslow and their sport and leisure provider have worked in partnership to deliver two new library and leisure hubs.

## Innovation & Results

- Previously, a routine FM service was managed using numerous Excel spreadsheets, a number of different contractors and disparate systems. The implementation of our unique service desk and contract monitoring system delivers a facilities management service that is modern and responsive. Each service request is given a unique order number and rectification period, ensuring that all jobs are effectively managed and closed to an agreed specification.
- Over the last two years reactive maintenance has decreased by 40% and we are targeted to achieve further reductions in the coming year.
- FM solutions are delivered through practical, skilled and experienced staff, tested and accredited processes and excellent performance management regimes and systems, allowing library staff to concentrate on their roles rather than being consumed with building related issues. Library buildings are managed effectively, and now meet their statutory obligations.
- EQ24/7 service solution has given the London Borough of Hounslow its first comprehensive asset register. Clearly this is a major benefit, and there is an obvious advantage in the future from an FM and refurbishment perspective.
- Our innovative use of facilities management budgets and savings from life cycle has delivered two fully refurbished libraries. Each scheme has benefited from the introduction of new technologies such as self-service RFID, Wifi and Plasma information screens, new furnishing and fittings, revised interior layouts and enhanced external landscaping, all procured within the original budget allocated to undertake remedial works.



## Case Study Snapshot

### The Challenge

- Address a back log of maintenance issues
- Introduce innovative way to improve the library environment and service offer

### The Solution

- Introduction of bespoke performance monitoring
- Building condition surveys to inform priorities
- Innovative use of capital maintenance and lifestyle monies to accelerate renewal of library spaces
- Establishment of a project partnership to deliver integrated facilities

### Innovation & Results

- Back log of maintenance addressed
- A 40% decrease in reactive maintenance calls
- Two fully refurbished and remodelled libraries
- Introduction of new technologies at no additional cost to the council
- Two new libraries integrated with sport and leisure and facilities
- Options appraisals underway to identify property solutions to the next tranche of key sites

- These refurbishments were achieved with minimal impact on the library service as alternative service points were provided during the 12 week refurbishment programme.
- The improvements and innovation across the four new libraries have enhanced the library service provided to the London Borough of Hounslow.
- All four libraries have benefitted from a full refurbishment, investment into IT, improved entrances and signage. In total there are now four new libraries, all utilising latest technologies.

JLIS continue with the council on option appraisals for other key library sites that will identify the most appropriate and cost effective solution to bring about a step change in the delivery and efficiency of their library service.

## Contact

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