



Porthcawl Medical Centre – Andrew Scott

Contract Value: £500,000

Contract Period: Apr 2018 – Jan 2019

Our Industry Success

Highland Services has established an exceptional reputation in the provision of Electrical, Mechanical and Building services, and have gained considerable experience operating in an NHS and Medical environment over the years, as we continually strive for service excellence.

This has included working with the Princess of Wales Hospital in Bridgend on nursing accommodation, ward refurbishments, Biochemistry and Pathology Laboratory improvements as well as the Coity Clinic Garden.

Highland have recognised that to be successful we must deliver all our projects to the same high standards that are required in an NHS environment. As such we implement best practice when managing all aspects of our service to the public and staff in both sensitive and controlled environments, on all the many successful projects we deliver.

Scope of the Contract and Relevance

This new building which serves more than 16,000 patients, consists of 27 consulting rooms, 6 multi-purpose treatment rooms, physio & phlebotomy rooms, and a pharmacy. Highland Services designed, supplied, and installed all Mechanical services for the entire building for Andrew Scott Construction, the main contractor. Highland were responsible for any maintenance and repairs during the first 12 months and initial PPM.

This demonstrates the relevant experience and capability needed to carry out the works on this contract.

Services Delivered

- Design & Install of LTHW Heating System c/w Low Surface Temperature Heat Emitters
- Design & Install of Domestic Hot and Cold-Water Systems
- Design & Install of Gas Services
- Design & Install of Ventilation Systems
- Design & Install of Comfort Cooling
- Design & Install of BMS System
- Design & Install of Above Ground Drainage
- Install of specialist Medical Standard Sanitaryware including Stainless Steel Sluices etc...
- Commissioning & Testing of all works and 12-month support

CDM Responsibilities

We meet our responsibilities under the Construction (Design and Management) Regulations 2015 by adopting a collaborative and proactive approach to all our projects. Andrew Scott Construction carried out the roles of Principle Designer and Principle Contractor for this project. As a key contractor Highland Services ensured that:

- All stakeholders were aware of their duties on the project
- All works were planned, managed, and monitored and carried out without risks to health and safety
- We complied to all directions given by Andrew Scott Construction and the construction phase plan
- Our team had the necessary skills, knowledge, training, and experience to carry out the work
- There was appropriate supervision, instructions and information provided
- A suitable site induction was provided by the principal contractor
- Information on risks to health and safety and emergency procedures was provided to the team
- Steps were taken to prevent unauthorised access
- Welfare facilities were provided

We also provided a design and build service to Andrew Scott Construction and applied the principles of prevention, taking into account pre-construction information, providing information on remaining risks to the Principle Designer and updating the Health and Safety file with all relevant information, to eliminate, reduce and control any foreseeable risk to Health and Safety on the project.

Contract Management

The project was managed and monitored by Tim Bluck, Mechanical Manager, who ensured each work package was appropriately programmed and delivered on time, whilst mitigating any risks and concerns.

Tim maintained a collaborative approach with both clients, other contractors involved in service delivery, and subcontractors employed by us for specialist elements. Tim ensured daily communication and weekly progress meetings to report on package progress, and to ensure that relationships remained positive throughout. Our approach to communication and quality management was key to our success in supplying successfully and on time.

Resources

The project was resourced during its planning stage following a bespoke resource assessment, this ensured all works were accounted for prior to the commencement date. Using our capacity planning process, we ring-fenced a team of Engineers within Wales to ensure sufficient labour was available throughout project delivery. Our Engineers were supported by our Site Supervisor, who worked alongside Andrew Scott Construction representatives, to meet and manage the delivery of each specific element of the project. Our resources for this were project were qualified as follows:

- HND Qualified Mechanical Manager.
- NVQ qualified skilled tradesmen.
- All skilled tradesmen CSCS qualified.
- NEBOSH Qualified support from Highland Central Office.
- Highland ISO 90001 and ISO 14001 Quality and Environmental Accreditation.

Our Engineers were fully trained in safeguarding prior to works commencing and Site specific inductions and safety talks were also conducted prior to any works commencing, and Risk Assessments & Method Statements were compiled to ensure best practice and safe systems of work were employed at all times.

Key Challenges

Challenges	Mitigation
<p>Diversion/isolation/termination of building services causing possible delays and increased cost.</p> <p>Disruption to the environment and working around the public and staff in sensitive and controlled environments.</p>	<p>Highland ensured that communication with Andrew Scott Construction was consistent and collaborative and followed the principles of ISO44001. Ensuring that there was no conflict regarding planned / unplanned activities and all works were managed accurately, identifying any potential risks to the project programme, safety, and budget.</p> <p>Our staff were always fully briefed via toolbox talks and aware of their safeguarding responsibilities. Clear signage and instructions are always provided and regularly updated.</p>
Traffic Management	<ul style="list-style-type: none"> • Toolbox talks to brief all stakeholders • Suppliers / Materials / Deliveries – Collaboration with all parties to manage deliveries and project delivery.

Added Value

During all our projects we conduct regular internal assessments to help us to identify efficiencies in time, cost, and quality. When assessing various heating options, we advised the use of an air source heat pump system in lieu of a gas boiler. This reduced heating costs and carbon emissions by approximately 20%.

Slightly higher capital costs were more than offset by the saving in running costs and the £30k cost of obtaining a new gas supply, offering immediate payback