

Case Study: Humber Mental Health Trust

The Humber Mental Health NHS Teaching Trust is a specialist Mental Health Trust providing services for people with mental health problems, learning disabilities and addictions. It serves the 600,000 people living in Hull and the East Riding area of Yorkshire, as well as providing specialist services nationally.

The facilities department supplies services to the trust and also to two local Primary Care Trusts. The services supplied revolve around buildings maintenance, hotel services, environmental services and development. Currently Planet is being used to report, organise and schedule work at well over 100 sites between Hull, Goole and Bridlington. Contractors and a direct labour team are used to provide these essential services.

Within the department there are 18 members of office-based staff with a direct labour force of 10 and most work is contracted out externally. In the last year, nearly 11,000 work orders were raised and over 90% of these orders were reactive, with 15% being PPM (Planned Preventative Maintenance) initiated.

The previous facilities management system was DOS-based and was very slow to log data and assets. Humber found the system very hard to use, causing a backlog of data to build up for sites that required surveying. Keeping pace with new sites coming on line was proving a great strain for the facilities team.

Planet was selected to replace the previous solution primarily due to its adaptability. Nik Bygate comments, "Financially we did not wish to commit to a product that was too expensive, but in turn we did not want to rule out the expansion of the system to cover other areas of facilities management in the future. The modular nature of the system allowed us to choose the most appropriate modules for implementation without having to purchase functions that would not be used at the initial stage."

Bygate continued, "Even though the previous DOS-based system was vastly different in structure to Planet FM Enterprise, we managed to extract all the static data required to get Humber up and running as quickly as possible. The ability for all helpdesk users to view the status of all calls and easily add new ones was a big benefit."

This helpdesk system has now been complemented by the browser-based internet solution to the extent that Humber has been able to streamline the helpdesk with the calls predominantly being logged over the internet.

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Humber Mental Health
NHS Teaching Trust



Humber Mental Health Trust Well Grounded with Planet

Planet was initially implemented within the maintenance team as a helpdesk call logging tool. The helpdesk takes calls, produces work orders for action by contractors or direct labour. Labour and invoices are then fed back into the system allowing costs to be tracked. Humber's main minor works contractor is automatically e-mailed work orders when they are generated.

In addition this contractor has access to the intranet module and is able to check work orders and sign them off as finished reducing the workload of the Trust and ensuring that information is always up to date. The contractor is also able to access the intranet to check the PM schedule that has been set up, which further allows them to plan their own PM schedules.

The transfer of data from FMIS was fairly smooth, however the team took the decision not to transfer work history and PPM schedules. Only asset and location details were transferred.

The Planet system holds details of all the maintained properties and the individual assets within them. Also within the system are details of all contractors approved for use, personnel details and rates for the direct labour staff. Eleven people now have access to Planet and seven people use it regularly.

Nik Bygate said, "We have been able to link site plans and asbestos surveys into the system allowing Planet to become a 'one-stop-shop' for building information. This is used not only by the maintenance team, but also by hotel services and development. Since the beginning of the year we have been rolling out Internet access to other sites; currently 46 sites use Planet's Internet module to not only log calls but to also track their progress."

Bygate concludes, "To be on the safe side, we had a month of dual processing with the old FMIS system, but this was not needed as the overall implementation was successful. Our Planet consultant was a great help with the follow up, tweaking the data where required, which allowed us to operate the system smoothly from day one."

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