



AUB's Challenges

Continuing to drive innovation and sustainability

Consolidating risk

Visibility and tightening of compliance on site

Enhancing end user experience

Finding an FM provider that compliments and is aligned with the university

Arts University Bournemouth

Value £1.6 million per annum | Contract Length 5 Years

AUB campus comprises of 19 buildings and grounds including Madeira Road halls of residence, which hosts 378 students. Campus halls, new for 2020 will host a further 299 students on site.

Derwent fm provides total facilities management services to AUB which includes both hard and soft facilities management across campus including academic and accommodation spaces and the management of the student experience and residential support services.

How we helped

Dedicated site manager & collaboration

Derwent fm appointed a dedicated site manager to oversee the contract including a large estate of academic spaces. A well-resourced team deliver the services on the ground. AUB particularly liked the way we empowered supervisors to take responsibility for their areas and make decisions when needed.

We provided an additional post mobilisation resource for the first year to ensure the site was fully supported. Our scheme manager and teams communicated and integrated with student service and pastoral teams to ensure that students remain foremost in everything we deliver.

Quality and experience

We ensure staff have focused jobs roles that address the needs of the building and enhance the user experience. We deliver all cleaning to a BICSc standard of productivity and quality. The cleaning visibility gives staff the confidence, reassurance and trust that the campus is safe enabling them to focus on their own roles with added peace of mind. Our approach is above the industry standard for academic spaces and student accommodation ensuring the highest quality service which contributes to student and staff satisfaction on site. Using our experience, we have amongst other things, relocated the roof top weather monitor to heat and ventilate more efficiently to improve energy savings.

'Derwent fm have a flexible and dynamic approach'

Technology and innovation

Derwent fm use technology to ensure tasks are completed direct from our CAFM system and closed down in real time from any building, all reporting back to a central help desk system. This ensures the site it fully compliant at all times.

Our staff communicate with each other and students via our bespoke AUB student app, MyHalls, which enables communication of safety alerts to encourage that single community feel despite the geographic spread.

University specialists and culture

As experts within the student sector (over 95% of our revenue is generated within this area), our processes, procedures, and people first approach guarantee an improved end-user experience. It has been commented that our staff are friendly and approachable on site. Additionally, all staff are trained as mental health first aiders. Flexibility in our approach allows us to be dynamic and meet our client's needs.

Risk management

We ensured the risk management strategy was streamlined and as a result AUB felt a sense of assurance and confidence in Derwent as their FM provider which has allowed a successful and positive partnership.

Core Services

Facilities Management

Hard Services

Soft Services

Compliance

24/7 Helpdesk

Property Management

Reception

Customer Services

Porterage

Student Management

Pastoral Care

Events Management

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Having worked with Derwent fm on an existing contract, we had that initial trust and appreciated how the team worked closely with student and pastoral services from the outset. Colleagues enjoy seeing familiar and friendly faces on site each day working to keep them safe, particularly during the pandemic.

We have confidence in Derwent fm to ensure compliance across the estate and take ownership of these tasks. Carol and the team know the site inside out and approach ongoing campus plans with excitement and enthusiasm. We are working together to drive innovation and sustainability throughout the contract. Derwent really get our culture and we are able to work in partnership to provide the best possible student experience.

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Tom Marshall, Head of Estates and Campus services, AUB