

How our innovative CAFM System ensures the effective management and scheduling of planned & reactive maintenance services at DEMAT

Background

Founded in 2012, the Diocese of Ely Multi-Academy Trust (DEMAT) has evolved considerably to now cover 39 schools spread over three counties (Norfolk, Suffolk and Cambridgeshire) in the East of England, with 7000 pupils, 1,179 members of staff and 425 trustees and governors with shared aspirations and an overarching vision to deliver an excellent standard of education for the pupils within the local community.

Our Involvement

DEMAT's focus is create a safe, comfortable learning environment for its students with fully-functioning, compliant building services.

As part of a continually evolving partnership with DEMAT, AEFM currently delivers a comprehensive planned preventative maintenance programme, statutory compliance and inspections for all mechanical and electrical installations, as well as providing a reactive and emergency call-out service managed through our Service Desk and Joblogic CAFM system, for Pathfinder Primary School and Ermine Street Church Academy in Cambridgeshire.

Mobile Engineering Team

Our maintenance services are delivered in accordance with SFG 20 industry best practice,

by our highly-talented, fully qualified, HSE-trained and vetted (enhanced DBS) multi-skilled and locally-based mobile engineering team.

Flexible, Adaptable Service Model

Recognising that every school within the Trust is unique, each with individual requirements, expectations, demands and challenges, we have implemented a flexible, adaptable service model.

This ensures that maintenance services closely align to how the school operates, with maintenance support as, and when, the school needs it, whilst ensuring minimal disturbance.

Working closely with school staff, our maintenance teams are fully supportive of any reactive maintenance requirements associated with extra-curricular activities and school events e.g.. parents' evenings, open days) to ensure the school is presented in the best possible light.

Contract Statistics

Award: Sept 2022/April 2023

Term: 3 years

Scope of Services:

- Comprehensive, full scope planned preventative maintenance programme and reactive maintenance cover for all M&E installations at both schools
- Statutory compliance inspections and testing
- 24/7/365 Service Desk

Dedicated Manager

Contract

Our dedicated Contract Manager holds regular contract review meetings with the Trust and school stakeholders, so that all parties are kept informed of maintenance activities underway; and AEFM engineers are aware of any developments within the Trust that may affect service provision. These meetings also enable us to swiftly address any service issues to ensure contractual compliance.



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Comprehensive PPM Programme & Intelligent Task Scheduling

Following a detailed asset condition survey at both schools, and using our innovative Joblogic CAFM system, we prepared a comprehensive PPM Schedule for Pathfinder and Ermine St. which considered the varying demand, age and condition of its M&E installations. Maintenance scheduling is managed through Joblogic, ensuring the effective allocation of maintenance tasks to the most appropriately-skilled, locally-based engineer within our mobile engineering team, minimising travel time between jobs, and our carbon footprint.

Accurate Up-to-Date Management Information

Joblogic provides complete transparency of all the maintenance activities that we are undertaking on DEMAT's behalf. It provides accurate, up-to-date management information, shared with

DEMAT via our Joblogic Client Portal with real time dashboards detailing our performance in accordance with agreed Contract KPIs. This is summarised on a monthly basis, in report format, which is shared with Trust's stakeholders as appropriate.

Safety First

Safety is our top priority. All engineers undergo extensive HR/HSE compliance training and undergo regular CPD training with their respective trade organisations, to ensure industry best practice in accordance with SFG 20 standards, and safe systems of work at all times.

Statutory Compliance

To ensure compliance, AEFM has implemented a full Compliance Management System to track compliance inspection records and certifications of all assets within both academies in line with current HSE regulations. This ensures the Trust's compliance obligations are met in full and fully documented within our Joblogic CAFM system.

These records are accessible at any time by our client via our client portal.

Performance Auditing

Our service standards are audited regularly in accordance with agreed contract KPIs/SLAs, to ensure a consistently high quality maintenance service, using our Joblogic auditing software to record the results of audits for monitoring and reporting purposes. Any deficiencies or service issues are rectified swiftly to ensure contractual compliance and customer satisfaction. This is critical to driving performance standards across all areas of our service.

Additional Services

Under a separate contract, AEFM also delivers cleaning services at Pathfinder and Ermine Street Academies, delivered through a dedicated site-based team in accordance with BICSc standards and the specification to ensure consistent hygiene standards and cleanliness throughout both schools.

