

ISS wins new contract with North London Mental Health NHS Partnership

2 years ago



ISS proudly announces a new 7-year contract with the North London Mental Health NHS Partnership (NLMHP) to provide a range of services including cleaning, retail and service user catering, and security services.

The NLMHP was formed in 2022 through a partnership of two Trusts: Camden and Islington NHS Foundation Trust and Barnet, Enfield and Haringey Mental Health NHS Trust. The new Partnership provides mental health services for Barnet, Camden, Enfield, Haringey and Islington, and aims to deliver better lives, better mental health, and better communities.

Commencing 1 July 2024, the seven-year contract, which includes an option to extend for three years (for a potential 10 years in total), is valued at approximately £15.5 million per annum, and will see nearly 400 ISS employees delivering services across six main in-patient sites and 60 community sites. The contract also includes a detailed revitalisation programme designed to ensure a seamless transition to the new partnership model while maintaining the highest levels of service.

ISS has also invested £75,000 in a market-leading mental health training package for employees on the contract, developed in partnership with Maudsley Learning and leading mental health charity Mind. The package will ensure a bespoke approach to service delivery that takes into account the needs of service users, and includes modules about working and wellbeing in mental health, as well as training for non-clinical staff managing challenging situations in clinical settings.

In addition to the core integrated facility services listed above, other key highlights of the contract include:

- A new food offering with enhanced quality, continuity, and flexibility, supporting the long-term

nature of some service users

- Joint investment with the Partnership Trusts in new equipment and technology to drive performance, sustainable working, productivity, and a transparent, data-led partnership approach
- ISS investments in retail and vending spaces to support the wellbeing of staff, service users and visitors on site
- Focus on social value, proactively engaging with community groups and local SMEs and charities to further break down the stigma of mental health and enable meaningful employment opportunities for a wider demographic
- As part of the new catering service, ISS will work with a new coffee supplier, Change Please, a London-based charity that gives 100% of its profits to homelessness

Samanthi Gibbens, Chief Financial and Investment Officer, for the North London Mental Health Partnership, said: "We're looking forward to working with ISS across our five boroughs, so we can provide a consistently high service at all our sites. We want to work together and create a positive experience for our service users and an improved working environment and facilities for our staff. We hope colleagues from ISS feel part of our team, so together we can improve mental health for all our communities."

Donna Brown, Managing Director for Healthcare at ISS UK & Ireland, said: "I am delighted that the NLMHP has chosen to partner with ISS in this new contract, which recognises our shared commitment to their strategic aims through collaboration, partnership and transparency in our delivery model. We also take seriously the responsibility we have to the Partnership, its service users and staff, and are proud to support its important work in providing mental health care to communities across North London."