

## Mitie awarded FM contract with Barking, Havering and Redbridge University Hospitals NHS Trust

7 months ago



**Mitie** has been awarded a new £11.8 million Facilities Management (FM) contract by Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT), covering King George Hospital and four associated sites: Fanshawe Health Centre, Bates Industrial Estate, South Street, and Lyon Road. Mitie's contract includes patient dining, cleaning, reception, security, waste management, pest control, helpdesk, and shuttle bus operations between King George and Queen's Hospital.

Mitie will support the movement of patients, clinical items, waste and linen across the hospital sites through its smart portering technology which uses AI-driven task management and smartphone-based location tracking to streamline the transportation process. The success of this system was proven in a trial at Cumberland Infirmary, which led to a 58% reduction in task response times, a 65% decrease in the time that porter tasks took and cleaning tasks more than tripling.

Alongside this, Mitie will introduce a wide range of tech-based catering services. For patients, this means they will be able to order meals and drinks quickly and easily. A tablet at their bedside will allow them to choose from a wider range of meal choices, rather than relying on paper menus or verbal orders. The introduction of a new click-and-collect coffee cart will also enable patients to pick up their refreshments without having to wait in queues, improving and personalising their beverage experience.

As part of its commitment to the local community, Mitie will create six new jobs in the first year for individuals not in employment, education or training. Mitie will also provide seven apprenticeship opportunities each year and support volunteering initiatives, including 128 hours for career mentoring

within the local community, 80 hours of visits to schools, colleges and universities, providing insight into career opportunities in Facilities Management, and 122 hours of support for healthcare-related charities such as the King George Hospital Charity, which raises funds to support patients, funds and families at the hospital.

Mike Gibson, Managing Director, Healthcare and Education, Mitie, said: “We’re proud to be partnering with Barking, Havering and Redbridge University Hospitals NHS Trust to deliver a modern, technology-led FM service. From intelligent portering systems that free up clinical time, to click-and-collect catering, we’re making the experience better for patients, visitors and hospital staff.

“We’re also investing in the local community, creating new jobs for people not currently in work or education, offering apprenticeships, and supporting local charities and schools through mentoring and volunteering. It’s about making a real, lasting difference within the Trust’s community.”

Sean Greene, Director of Estates and Facilities, Barking, Havering and Redbridge University Hospitals NHS Trust, said: “We worked hard with clinical and non-clinical colleagues ahead of awarding our facilities management contracts to ensure we got commitments which would mean something to us and provide real benefit for our communities, such as employing local people. “It’s great that our ongoing partnership with Mitie will not only benefit our patients, but also local residents.”