

## Mitie Extends 26-year FM Partnership with North Cumbria Integrated Care NHS Foundation Trust

2 months ago



**Mitie** has extended its 26-year Facilities Management partnership with North Cumbria Integrated Care NHS Foundation Trust (NCIC) working across NCIC's Cumberland Infirmary estate. Mitie's 270-strong team will continue to deliver critical services including cleaning, maintenance, security, portering services and patient catering, supporting the everyday running of the estate for patients, hospital staff and visitors.

Mitie will expand the use of its smart portering technology to support the day-to-day tasks at NCIC such as keeping equipment moving across the estate, and handling waste removal. Using AI-driven task management and smartphone-based location tracking, tasks are routed instantly to the right person, in the right place. During periods of high demand, the technology supports Mitie colleagues streamline their work by deploying resource where it is most needed.

The use of technology has led to a measurable improvement in hospital staff, visitor and patient experience. Since the technology was first piloted in 2022, it has helped reduce colleague response times, with porter response times reducing by two thirds (66%) and cleaner response times by almost half (47%).

As part of Mitie's commitment to the local community, Mitie will provide engineering apprenticeship opportunities in the next year. Additionally, Mitie colleagues will dedicate up to 1,000 hours volunteering to support the local community and healthcare charities, having previously supported Hospice at Home with its Christmas tree collection and raising over £6,000 last year for the charity.

Adam Mitton, Technical Services Operating Officer, Mitie, said: "We are proud to extend Mitie's 26-year

partnership with NCIC. Our colleagues play a vital role in supporting NCIC by delivering quality critical services every day. By combining their dedication with our innovative smart technology, we are supporting NCIC to remain a high-quality healthcare environment.”

James Drury, Executive Director of Finance, NCIC, said: “This is a positive outcome that provides good value for money and continuity of service for NCIC and certainty for Mitie colleagues about their roles. We look forward to continuing our positive partnership with Mitie as one team working together to deliver a great working environment and safe high-quality care for our patients.”