

## Mitie Secures £27m NHS Facilities Management Contract at Kingston Hospital

3 hours ago



**Mitie** has secured a new three year facilities management contract worth £27 million with Kingston and Richmond NHS Foundation Trust to deliver cleaning, portering and waste management services at Kingston Hospital.

The contract will see Mitie introduce intelligence led facilities management supported by AI powered task management and digital technologies designed to improve operational efficiency across the hospital estate.

As part of the agreement, Mitie will deploy smart portering technology using AI driven workflows and smartphone based location tracking. The system is intended to improve the management of tasks including equipment movement, bedding transfers and waste collection by providing real time visibility of activity across the site.

The technology has already been introduced on other healthcare contracts managed by Mitie. According to the company, it has helped reduce task completion times by 52% at King George Hospital in Ilford, while porter response times fell by 66% and cleaner response times by 47% at Cumberland Infirmary.

### Digital training and automation rollout

A total of 304 employees transferring to Mitie under TUPE arrangements will receive digital skills training to support the delivery of technology enabled services.

Training will include the use of Mitie's Merlin Connect digital cleaning platform as well as operation and management of two new automated cleaning robots, known as cobots, which will be introduced across the hospital estate.

The company said the programme is intended to support a digitally confident workforce while enabling greater use of robot assisted cleaning technology.

## Focus on sustainability and NHS Net Zero goals

Mitie has also committed to supporting the Trust's Green Plan and wider NHS Net Zero ambitions by helping reduce carbon emissions by 5% year on year throughout the contract.

Measures will include the introduction of electric portering vehicles, greater use of environmentally friendly cleaning products and reducing Scope 3 emissions through increased sourcing from local suppliers.

Alongside operational delivery, the contract includes a series of education and employment initiatives aimed at supporting the local community.

Mitie plans to launch a pilot FM Cadet programme for secondary school students and participate in eight education outreach events annually, targeting engagement with more than 300 students across Kingston and Richmond.

The company will also recruit ten return to work employees during the first year of the contract, followed by three additional recruits each year thereafter. Two facilities management apprenticeships and two internships for young people with learning disabilities will also be offered annually.

Sam White, Managing Director of Technical Services at Mitie, said the contract demonstrates how technology and sustainability can support healthcare delivery.

"Working closely with Kingston and Richmond NHS Foundation Trust, our colleagues will play a vital role in supporting critical services and maintaining a high quality healthcare environment," he said.

"This contract demonstrates how Mitie brings together expertise, intelligent technology, low carbon innovation and strong local partnerships to support patients, visitors and clinical teams."

Yarlina Roberts, Director with responsibility for Facilities at Kingston and Richmond NHS Foundation Trust, said the partnership would help strengthen service quality and support sustainability goals.

"We are delighted to partner with Mitie to deliver efficient, technology enabled and sustainable facilities management services at the Trust," she said.

"This collaboration will enhance service quality, support our Green Plan and NHS Net Zero ambitions, and create positive opportunities for our people and local community whilst supporting our clinical teams focus on delivering outstanding patient care."