

Artic Secures NHS Partnership with NELFT

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[Artic Building Services](#) has been appointed by the North East London Foundation NHS Trust (NELFT) to deliver a comprehensive hard facilities management contract spanning a 5 plus 2-year term.

Under the agreement, Artic will oversee critical healthcare estates across two primary regions: Northeast London and Essex. NELFT provides an extensive range of mental health and expert care services for children, young people, and adults, supporting a treatment population of approximately 4.3 million patients across numerous care wards and specialist facilities.

Comprehensive Operational Scope

Artic is managing the facilities across more than 100 buildings, supported by a committed team of engineers who transferred via TUPE from the previous incumbent. The on-site team features technically expert engineers and a dedicated office administrative team, operating under the leadership of newly appointed Contract Manager David Willmott.

The contract encompasses full planned preventative maintenance (PPM) servicing for a wide array of vital hospital assets, including:

- Boilers and water heaters
- Generators and CHP units
- Air handling units (AHUs), air conditioning, and ventilation fans
- Heat pumps and calorifiers
- PAT testing items and emergency lighting

Given the dynamic nature of the healthcare environment, Artic's engineering and management teams are prioritising safety and regulatory compliance to ensure a secure and comfortable setting for both patients and staff.

Rigorous Mobilisation and Digital Integration

The contract rollout was guided by Artic's Mobilisation Manager, featuring a complete office refurbishment at Goodmayes Hospital to house the permanent management team. A comprehensive site asset validation—led by Mobilisation Supervisor John Tyler over a six-to-eight-month period—ensured all plant and equipment were accurately catalogued.

Furthermore, Artic's Digital Transformation Team stepped in at the Trust's request to assist with an upgrade to its MRI system. Daniel Anderson, Head of CAFM and Helpdesk, collaborated closely with the NELFT team using specialised knowledge of MRI Evolution software to guarantee that helpdesk callouts continued to be logged and distributed without delay during the transition.

Artic aims to establish itself as a dependable, long-term partner to NELFT, ensuring clinical sites remain fully compliant and operational to the highest standards.