

## John Howard Centre – Forensic Mental Health Unit

*Mechanical and Helpdesk Contractor  
Section 11.3*

East London **NHS**  
NHS Foundation Trust

Optimum Group services were appointed contractor to undertake full mechanical PPM and reactive works at The John Howard Centre a Category B secure mental health unit housing male and female service users mainly from referrals from the Home Office or Local Courts. The site comprises of 6 No buildings within a secure 5.2m perimeter fence.



OGS are responsible for the mechanical maintenance, reactive, statutory maintenance and water hygiene management, that is currently being delivered by a dedicated team of resident engineers. This service is backed up by our mobile support team. Originally it was anticipated that the contract would be delivered by a mobile service, however as part of our innovation strategy, OGS offered a resident engineer option. This was to ensure the engineers would be adequately trained and experienced to work within this type of environment, to remove the requirement of a security escort (all engineers are site 'key trained',) to improve response times to reactive works and to reduce the cost for the NHS.

All our engineers are safeguarding trained and have received NHS approved breakaway training on site.

OGS have implemented a full CAFM system on site that is used to monitor all PPM and reactive works to ensure compliance and response.

In addition to this service, OGS provide a full 24hr managed helpdesk facility for East London NHS Foundation Trust, with our trained operators handling calls from all parts of the Trust and engaging the correct supplier or sub-contractor to attend site where required.

