

Briefing note: Carillion's provision of facilities management services to Portsmouth Hospitals NHS Trust

Background

Carillion Plc entered into insolvency on 15 January 2018 along with a number of subsidiary companies in the group. All companies will continue to operate, providing continuity of public services, until further notice. The purpose of this briefing is to provide an overview of the measures the Trust has put in place to ensure that services to our patients continue to be provided safely and to a high standard.

Overview of services provided

In common with a number of NHS Trusts Portsmouth Hospitals NHS Trust use Carillion PLC to provide some facilities management services. The full list of services they provide is as follows:

- Estates Services including Energy and Utilities;
- Portering Services;
- Receipt and Distribution;
- Catering Services;
- Security Services;
- Car Parking;
- Pest Control;
- Helipad fire control
- Waste Services;
- Domestic Services; and
- Helpdesk Services.

Action we have taken

We have been aware of these emerging circumstances for some time and have planned extensively for this scenario to make sure that services to our patients continue without disruption. All of our facilities remain open as normal, and patient appointments are unaffected.

We have well-practised organisational resilience through our business continuity processes, and we are working closely with ProjectCo - who under the PFI Project Agreement are responsible for the on-going delivery of Facilities Management services.

We are operating our services as business as usual and are working closely with Project Co to ensure that any potential issues are identified early and escalated where necessary. We are also in discussion with neighbouring Trusts to ascertain any mutual aid support that could be provided should the need arise.

Communications

The announcement about Carillion's future will have been unsettling for all staff and we are communicating with them through their line management teams to provide reassurance on the steps we are taking. At Portsmouth we are proud that we have a strong relationship with our local Carillion colleagues and we have worked alongside each other as one organisation, always putting the patient first. We are extremely grateful to Carillion colleagues for their continued hard work and recognise the difficulties the recent announcement may bring. As outlined above, our services remain open as normal and patients should turn up for their appointments as planned. This information has been made available on our website and through our social media channels.