

Houses of Parliament

Works and Maintenance Strategic Review

The Brief

The Houses of Parliament is the heart of government in the United Kingdom and houses the elected and non-elected chambers, their support staff, civil servants and parliamentary officers, together with support facilities including restaurants, health clubs etc.

The estate comprises of a number of buildings clustered around the Palace of Westminster. The palace presents a unique challenge as it combines the functions of a working parliament with that of a World Heritage Site.

The estate combines modern facilities with medieval accommodation, all of which has to meet the functions of a diverse work force. The operational hours of Parliament are extensive and whilst government is sitting only limited maintenance works and refurbishments are permitted. New ways of structuring the maintenance organisation, procurement and undertaking the works were required.

FORWARD

GROUP

- Aviation
- PFI
- Built environment



Services Provided

- Development of estates and FM operational strategy
- Remodelling organisational structure
- Definition of service level agreements and performance monitoring
- Procurement services
- Project briefing
- Project management

Our Approach

Our team implemented the following key activities:

- Usable space
- Interviewed and stakeholdered senior officers of the House of Commons and House of Lords in order to establish timescales, scope, methodology and reporting requirements
- Interviewed senior officers responsible for financial management and management of the estates programme to understand organisational relationships, reporting structures and control and monitoring processes
- Reviewed documentation relating to past, current and future projects to ascertain the effectiveness of the processes used to prepare, procure and manage the elements
- Inspected elements of planned and completed works to understand and prioritise need
- Present interim and final report detail findings and recommendations; incorporate feedback and comments

The Results

A structured programme of process and organisational improvements is being implemented which will provide a planned and transparent process for addressing the estates needs on a long-term basis. The estates budget is expected to achieve a reduction of £18.2m for the three-year period with further savings to be realised in the second and third year of the programme following full implementation of the proposals.