

ISS Mediclean - Case Study

Background

ISS Mediclean – one of the UK's largest Facilities Services Providers to the NHS – invested a substantial amount in refurbishment of the catering facilities at Barnsley NHS Trust under a long-term catering contract set up as a Private Finance Initiative (PFI). As with all PFI contracts, formal testing of the catering services was required every 4–5 years by an independent firm, to demonstrate that service costs represented reasonable value within the marketplace.

Green & Kassab was the preferred choice by both ISS Mediclean and their client, Barnsley NHS Trust, selected from four consultancies invited to tender for the work. The commission to undertake this independent review was therefore awarded to Green & Kassab.

Approach/methodology

Green & Kassab consultants produced a methodology that demonstrated how their technical databases and knowledge of the marketplace would be used to value-test the catering services. This satisfied the requirements of both ISS Mediclean and Barnsley NHS Trust.

PFI contracts for catering services are unusual and cannot be compared with an ordinary three-year contract for catering services. The capital investment in refurbishing the catering facilities needed to be taken into account in order for ISS Mediclean to obtain payback on their capital outlay. Therefore, it wasn't a case of simply comparing meal costs with meal costs at other NHS trusts.

Once authorisation of the proposed methodology had been given, Green & Kassab completed their report on the contract's progress.

Recommendations/outcome

Green & Kassab's benchmarking report was favourably received by both ISS Mediclean and their client, Barnsley NHS Trust.

Consequently, the ISS Mediclean contract with Barnsley NHS Trust was found to represent reasonable value and secured for a further five years.

Comments from the Client

"Green & Kassab was highly commended as an independent benchmarking consultancy. The methodology of their review highlighted a simple, yet effective, process and we were very pleased with the whole exercise." "Green & Kassab do what they say they are going to do, on time and on budget, and I would have no hesitation in recommending them for other value-testing assignments."

Tom Wild, Business & Systems Development Director, ISS Mediclean Ltd

Comments from the NHS Trust

"Green & Kassab's value testing project was well structured and their planning was very good. Green & Kassab's high quality analysis demonstrated their independence and I would be happy to have their involvement in any future value testing reviews."

George Steedman, Contract Manager, Estates Facilities, Barnsley NHS Trust



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