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PROJECT SUMMARY

Building location: Great Ormond Street, London

Work start/end date: January 2022 (five year contract)

Number of buildings: 13

Nature of support: Fire alarm maintenance and fire safety advice

“Fisk Group are very sensitive to our patient community. They understand the importance of working around the needs of each department and have built excellent relationships with key people.”

Chris Ingram, Fire Health and Safety Manager, Great Ormond Street Hospital

GREAT ORMOND STREET HOSPITAL’S REQUIREMENTS

When Great Ormond Street Hospital (GOSH) sought a new fire alarm maintenance partner in 2021 through a competitive tender process, we had absolutely no hesitation in applying. Already working for several hospitals with complex sensitive environments, we had the right amount of experience that Fire Health and Safety Manager, Chris Ingram, and his team were looking for, as Chris mentions:

“We were looking for a partner who was reliable, value for money, exceptionally knowledgeable and able to confidently maintain our complex fire alarm system network. I am delighted to say that Fisk Group has more than met these criteria. As a family-run business, they are committed to delivering an exceptional service.”

300,000

**CHILDREN AND
THEIR FAMILIES VISIT
EVERY YEAR**

13

**BUILDINGS HOUSING 21
THEATRES, 35+ INPATIENT
AND OUTPATIENT
WARDS, LABORATORIES,
THERAPEUTIC, RESPITE AND
PLAY AREAS.**

65

**LINKED FIRE
ALARM SYSTEM
PANELS**

5-YEAR

**FIRE ALARM
MAINTENANCE
CONTRACT**

Every day, hundreds of children and young people from across the UK arrive at GOSH where medical staff battle the most complex illnesses, and the brightest minds come together to achieve pioneering medical breakthroughs, as Fisk Group Director and GOSH Contract-lead James Moughton says:

“It’s hard to put into words how incredible Great Ormond Street Hospital is. It’s heart-warming to see the number of children that GOSH helps. It does make for a complex site though as, above anything else, it’s crucial that our fire alarm maintenance work does not disrupt the sensitive areas that are essential to children’s lives.”

SENSITIVE PLANNING

Great care is taken to make sure that our fire alarm maintenance is planned in such a way that it goes virtually unnoticed, apart from those who need to know, as James explains:

“There are 21 operating theatres, laboratories, wards where children are resting, and also spaces where they’re playing. The Disney-themed Lagoon café is an amazing place. At the moment, there’s fake snow, deer and robins with woodland sounds chiming in the background. Every area has the health and wellbeing of children at heart and so it’s vital we do not disturb this in any way.”

Talking about the Fisk Group’s communications and maintenance planning, Chris adds:

“They let us know when they are planning a maintenance visit, and I inform the relevant departmental contact. Once Carl, our designated Fisk Group engineer, arrives, he always finds the person who knows about the work (if they are available) and introduces himself to other members of the team so that they know why he’s there and what he’s doing. This level of communication is a great help.”



A COMPLEX SYSTEM

Great Ormond Street Hospital has been constantly evolving since it opened as a Georgian townhouse on Great Ormond Street in 1852 and so its fire safety system is complex. There are more than 65 panels across the site that are networked together, meaning that the safe working and linking of these panels requires in-depth knowledge and careful planning, as Chris mentions:

“We have a very complex environment and a huge number of linked panels. In a very short space of time, Fisk Group, gained an in-depth understanding of our systems and assets.

“Our on-site Fisk Group engineer, Carl, is second-to-none, and together with James, he advises us where system improvements could be made.”

Having strong communication with Chris and the rest of the team has been vitally important, as James says:

Given the complexity of GOSH’s systems and environment, we agreed that it was best for Carl, one of our engineers, to remain on site most days to tend to both planned and unplanned maintenance. Around this, I speak daily with Chris and his colleague Sam, visit in-person most weeks and hold monthly review meetings.”

EXPANDING OUR SUPPORT

Within the first 12 months of our contract, we extended our fire alarm maintenance support to include more buildings. We also now offer other services, including smoke ventilation system and disabled refuge system maintenance as well as fire safety advice. This has been a big help to Chris and the team, who mentions:

“As a contractor, Fisk Group offer us the flexibility that we need. They have taken on additional buildings and responsibilities with no fuss at all.

“Next year, work on the new Children’s Cancer Centre will start and Fisk Group will be involved in the project right from the start. This will involve a lot of detailed planning as the existing building is decommissioned, children are carefully relocated, the building is demolished and another one built in its place. From a fire alarm point of view, this will take a great deal of project management, which I have no doubt James and the team will manage to a high standard.”

Commenting on what the relationship means to Fisk Group, James says:

“Much like myself and the rest of the team, Terry Fisk, our Founder and Managing Director, has always wanted to work at Great Ormond Street Hospital. It really is an amazing place delivering critical support to children and their families. We are delighted to play our role in keeping everyone who stays, visits and works there, safe.”



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