

Total Efficiency in practice: Nationwide Building Society

Client: Nationwide Building Society | **Project:** Professional advice |
Sector: Retail | **Services:** Building Surveying |
Start date: March 2010 | **Completion date:** March 2014

CHALLENGES

Undertaking statutory and condition audits to 900 branches in England, Scotland, Wales and Northern Ireland.

Wide ranging brief, including reviews to existing DDA provision, physical condition, fire risk assessments, asbestos, glazing and accuracy of current plan information and costings to cover immediate, short term and long term expenditure.

The original 200 surveys to be completed in year one were requested by the client within the first six months.

SOLUTIONS

The client's tight timescale and the sheer number of surveys across the whole of the UK needed a realistic and effective strategy to ensure successful delivery.

Harnessing the national team by provision of regional managers reporting to a national delivery manager has provided the framework for success on this commission.

Davis Langdon's ability to provide work to a common standard across multiple locations, an effective back office administration resource to achieve challenging timescales and a robust methodology have all been crucial to the smooth roll out of this important project.

RESULTS

At the end of the first year of the surveys, the reports continue to be delivered in a timely fashion and to the required quality.

The client has broadened the scope of the surveys and Davis Langdon is now providing standalone surveys fire risk assessment, where these are not available.

The year two programme has now been published, which is for a further 200 surveys.

REFLECTIONS

The survey roll out has been extremely intensive and at times has stretched the delivery team.

This project has offered Davis Langdon the opportunity to show the breadth of scope that they are able to offer across a range of disciplines.

It has enabled Nationwide to have greater certainty about the state of their property assets and the risks in their estate following a period where capital projects have largely been replaced with patch repairs.

It has also enabled Davis Langdon to demonstrate their speed of mobilisation and response to a challenging programme of activity. We continue to deliver "on time and right first time".



"Davis Langdon have been engaged through VINCI Facilities, Nationwide Building Society's FM supply partner to its retail network, to undertake a programme of surveys and risk assessments on a five year rolling programme in order to manage its risk profile on its high street estate.

Davis Langdon commenced a fast-track programme in June to complete over 200 surveys and assessments by the end of September, which is on track to deliver. This programme will be used by Nationwide to support its lifecycle model, plan and forecast spending and align both lifecycle and refurbishment works to reduce interventions and maximise efficiencies, while ensuring the property portfolio reflects Nationwide's desire to have safe and compliant working and trading environment."

Global construction consultants