

SUSSEX PARTNERSHIP NHS FOUNDATION TRUST



Sussex Partnership NHS Foundation Trust, Lift Services Framework

From the Scottish Highlands to Cornwall's Lizard Peninsula, Jackson has forged relationships with a number of the UK's NHS trusts. Many of these relationships go back well over a decade, with Jackson providing routine and regular lift maintenance along with repairs, modernisation, and installation services. We are all immensely proud of the relationships we have with the NHS and work very closely with each of the hospitals we support.

One example of these close working relationships was during the Covid lockdown period, when our engineers were given essential worker status and were able to undertake all our scheduled maintenance visits and attend all calls for assistance as required.

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Recently, when the existing passenger lift framework contract with the Sussex Partnership NHS Foundation Trust came up for renewal, Jackson was asked to participate again in the open and competitive tendering process. The trust had chosen the National



Framework Partnership to oversee and manage the tendering process, which included rigorous pre-qualification approvals.

Following our submission, and after several weeks to allow the National Framework Partnership time to assess all proposals based on cost, reliability, and response time, Jackson were informed that we had again won the contract to provide the lift maintenance and associated services for the trust.

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Typical hospital bed lifts installed by Jackson

We were delighted with the news, as our relationship with the NHS in Sussex dates back to 2017 when we started working at the Brighton General Hospital, where we continue to work today.

This important passenger lift framework agreement relates to hospitals and community services in East and West Sussex and includes various hospitals in Brighton, Chichester, Haywards Heath, Hove, Uckfield, and Worthing. The Trust operates acute and training hospitals along with a range of community services that support mental health and people with learning disabilities.

To provide continuity for each hospital within the framework agreement, we employ experienced and friendly, locally based maintenance engineers. This benefits each hospital and Jackson, as their local knowledge of traffic conditions helps reduce travel time and, importantly, improves our ability to respond quickly to calls for assistance. The day-to-day administration of this contract is undertaken at the Jackson Head Office and Regional Centre in Charlton, London. Visit schedules are sent directly to each maintenance engineer's company-provided tablet, which allows them to update each lift's operational status before leaving the site.