

LIFT & ENGINEERING SERVICES LIMITED



"SIMPLY THE BEST"

Staffordshire, which is synonymous for its iconic knot, oatcakes and potteries, has retained Lift & Engineering Services Limited as Staffordshire County Council's preferred Maintenance Contract Partner and service provider for domestic access equipment.

Staffordshire covers 1,047sq miles within the heart of the English countryside and Lift & Engineering Services is the first service provider to gain a second term having successfully tendered, despite stiff competition and the economic climate, for a new long-term contract. Lift and Engineering Services is going full steam ahead to provide a professional, friendly and dependable service to Staffordshire County Council to ensure that the performance provided during the first contract period years is replicated for the new contract; this will place Lift and Engineering Services in prime position to score a 'hat trick' of successes.

The contract, probably the largest in the country, encompasses various makes and models of equipment from stairlifts, specialist equipment, portable equipment and ceiling track hoists, with approximately 7,000 units in total. All equipment is serviced and maintained on a regular basis, including planned preventative repairs, a 24 hour, 365 days a year breakdown/callout service, with response times of less than 2 hrs for emergencies. Engineers are strategically located throughout the county to ensure that times are maintained efficiently and collaborative emissions targets are met.

"We operate on a 24/7, 365 days per year basis"

Our dedicated contract management team, include administration staff, a contract manager and experienced and dedicated engineers to ensure a friendly face and quality service is maintained, with many service users knowing our engineers by name, and not just as council contractors. All of our field operatives are provided with fully liveried vans and uniforms, presenting a professional corporate image to all service users, reducing the risk of bogus type incidents involving potentially vulnerable users within the county. All our engineers are CRB checked.

"Large enough to cope but, small enough to care"

The welfare of both service users and our operatives is paramount to ensure working conditions fit the needs of the contract and the service delivered. To support the performance of the contract, Lift and Engineering Services continue to invest in bespoke training, modern, environmentally considerate vehicles with satellite navigation systems, digital pens and mobile software. A number of the engineers have been working on this contract for over ten years and are therefore competent and familiar with the equipment and users. The Contract Manager supports the whole operation bringing some 22 years experience within the lift industry, complimenting and supporting the 60 year combined experience of the dedicated engineers.

"I'm very pleased with the support from Lift & Engineering Services Ltd and the continuity of their contract with us"

*Gina Pritchett
Centre Manager
The County Equipment Centre*

As part of our commitment to provide a first class service to the end users, we strive for continual improvement by way of regular training programmes and toolbox talks to improve customer satisfaction and equipment reliability. A first for Lift and Engineering Services and unique to this contract, is the dual location of the Contracts Manager who hot desks two days a week at the Staffordshire Council Contract Headquarters; providing face to face liaison between all stakeholders, ensuring a meaningful single point of contract (SPOC) who can iron out and respond to real time queries from the contract holder, optimising efficiency by the company.

Staffordshire County Councils moto is "UNITE THE KNOT" we believe that Lift & Engineering Services provide the rope that pulls the knot together.

" A quality service has not been delivered unless the customer has actually experienced it"



we have our own UK call centre

Advertorial



JOB DONE!



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