



Quarterly Review

FM Quarterly Performance Review · Q1 2026/27 · Westbrook DLP aftercare · consolidated KPIs · strategic outcomes · forward strategy · 3-party sign-off.

CLIENT Westbrook NHS Foundation Trust	SITE Block C Level 2 East · Westbrook General Hospital
PERIOD Q1 2026/27 06·Nov·26 → 06·Feb·27	VENUE Trust Board Rm Westbrook NHS Board Room · 12 Feb 2027 14:00 GMT

AI Quarterly Performance Review — formal 3-party review with Trust + FM Principal Contractor. Strategic, not operational. Trend analysis mandatory. 3-party sign-off binds the period.

PERIOD	TICKETS Q1	P1 SLA	CHARGEABLE Q1
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Q1 2026/27

06-Nov-26 →
06-Feb-27

70

Closed: 69 (98.6%)

100%

1/1 met (HIT-1042)

£24,300

incl QUO-008
£18,623

Quarterly Performance Review • Q1 2026/27 • Westbrook DLP aftercare

QUARTERLY REVIEW • Q1 2026/27

06 Nov 2026 → 06 Feb 2027 • Quarter 1 of 12-month DLP aftercare • review held 12 Feb 2027 at Westbrook NHS Trust Board Room

PERIOD

Q1 2026/27

06 Nov 26 → 06 Feb 27

TICKETS

70

69 closed • 1 in closeout

CSAT / NPS

4.85 / 9.4

PROMOTER zone

VENUE

Trust Board Rm

12 Feb 2027 14:00

14.1 Attendees + agenda

3-party in-person review • 12 Feb 2027 14:00 GMT

TRUST + MITIE

Client + Principal Contractor

Dr Helen Reardon

Trust IPC Lead + Clinical Director · Westbrook NHS Trust

CHAIR

Mrs Anna Mitchell

Trust Estates Duty Manager · Westbrook NHS Trust

TRUST OPS

Mr David Croft

Mitie Account Director · Mitie Property Services

PC

Ms Rachel Sinclair

Mitie Commercial Lead · Mitie Property Services

PC COMM

BUILT AI

Service provider

Jack Connor

Project Manager (Westbrook) · Built AI Ltd

BAI PM

Catherine Reed

Commercial Director · Built AI Ltd

BAI CD

Mike Whitlock

Site Manager · DLP cover · Built AI Ltd

BAI SM

Liam O'Connor

Dispatch Coordinator · Built AI Ltd

BAI DC

14.2 Quarterly performance

Consolidated KPIs · 3 months · vs targets

TICKETS

70

Received Q1

Trend stable Nov→Jan

P1 SLA

100%

1/1 met

Target ≥95% ✓

P2 SLA

93%

13/14 met

Target ≥95% · -2pp

P3 SLA

100%

55/55 met

Target ≥90% +10pp ✓

CSAT

4.85/5

32 responses · 89% rate

Target ≥4.5 ✓

NPS

9.4

PROMOTER · all months

Target ≥8 ✓

14.3 Month-on-month trend

3-month trajectory · Q1 movement

MONTHLY TRAJECTORY · NOV → DEC → JAN

	NOV	DEC	JAN	Δ Q-END
Tickets received Volume trend	25	22	23	↓ Stable
P1 SLA adherence Target ≥95%	100% (1/1)	—	—	100% ✓
P2 SLA fix Target ≥95%	96% (4/5)	100% (4/4)	80% (4/5)	↓ -16pp
P3 SLA fix Target ≥90%	100%	100%	100%	= Stable
MTTR P1 Target ≤4h	2h 53m	—	—	✓ Below target
CSAT (mean) Target ≥4.5	4.80	4.87	4.88	↑ +0.08
NPS Target ≥8	9.2	9.5	9.5	↑ +0.3
Chargeable spend Recovery vs budget	£1,042	£3,615	£19,643	↑ Q1 £24,300
First-time-fix Target ≥80%	83%	91%	94%	↑ +11pp

14.4 Key incidents

Notable Q1 tickets · root cause · outcomes

HIT-1042 · Nov 09

AHU-01 K2 contactor failure · Class 3 cleanroom positive pressure lost

CLOSED

Only P1 incident in Q1. 09 Nov 2026 04:42 GMT · Sister J. Hargreaves reported AHU-01 trip with positive pressure lost in oncology Class 3 cleanroom. 8 patients on ward (4 immunocompromised) · HCAI breach risk. Built AI fix in **2h 53m vs 4h SLA** (47 min slack) · CSAT 5/5 from both Trust signatories. Root cause: **Howorth manufacturing batch defect** (2026-Q3 contactor batch · QN-001 raised). 4 stock units quarantined.

Outcome: Outcome: Howorth confirmed batch defect 28 Dec 2026 · all 4 quarantined units credited (£274 + £68.50 = £342.50 total credit received). AHU-01 Q1 service (23 Jan 27) included extended diagnostic on K1/K3/K4 — all healthy. **QUO-008 BMS Backup System (£18,623)** proposed 12 Nov to eliminate single-point-of-failure risk → **accepted by Trust 18 Dec · installed 27-31 Dec Christmas OOH window · commissioned 31 Dec 2026.**

HIT-1067 · Jan 28

P2 IPS panel intermittent fault — Ward 1A · amber risk · resolved

CLOSED

Only P2 SLA miss in Q1. 28 Jan 2027 14:15 GMT · IPS panel ward 1A intermittent trip during BMS routing test (Q1 BMS service overlap). Engineer S. Birch attended within attendance SLA but fix took 26h 18m vs 24h SLA — 2h 18m amber overrun. **No clinical impact** · ward not affected (panel powered down for service). Trust formally accepted overrun under Schedule 4 CI 4.3 (concurrent PPM-reactive interaction exemption) · no breach penalty applied.

Outcome: Outcome: Trust accepted overrun under PPM-reactive exemption clause · Built AI to revise PPM scheduling protocol to avoid Q1/Q4 BMS service days for ward-critical reactive cover · BMS-2 hot standby (now live) eliminates this category of issue from Q2 onwards.

14.5 Strategic outcomes

Quotes accepted · warranty closed · scope changes · value beyond baseline

OUTCOME 1 • BMS BACKUP

BMS-2 hot standby system installed + commissioned

QUO-008 (issued 12 Nov · accepted 18 Dec) · 5-day Christmas OOH install (27-31 Dec) by D. Greaves + R. Greene (Trent) · all commissioning tests PASS · Trust IPC clinical sign-off · BMS-2 carrying full IO routing for 19 days with zero failover events as at 06 Feb. **Eliminates PR-02 risk permanently** (was identified in PPM Schedule Skill 07 as AMBER risk for Q4 27).

VALUE DELIVERED • £18,623 invoiced • Strategic resilience

OUTCOME 2 • HOWORTH WARRANTY

QN-001 closed · batch defect credit received

Howorth Air Tech confirmed batch 2026-Q3 defect investigation 28 Dec 2026. All 4 quarantined units cleared for credit. Failed K2 from HIT-1042 also credited. **Total £342.50 credit received 22 Jan 2027** applied to BAI account · offset future invoices. Built AI provided lessons-learned input to Howorth QA process — invited to Howorth Service Partner programme.

VALUE DELIVERED • £342.50 credit • Partnership upgrade

OUTCOME 3 • TRUST PARTNERSHIP

Mrs Mitchell · case study request

Mrs Anna Mitchell (Trust Estates) requested Built AI Westbrook approach be written up as Trust case study for Trust FM partner showcase. Verbatim quote (HIT-1042 CSAT): "This is exactly how I expect post-PC support to work — please pass it on. Closeout pack is the standard I want from all our FM partners — Mitie should look at this." Joint case study writing planned Mar 2027.

VALUE DELIVERED • Reference case • Renewal positioning

OUTCOME 4 • MITIE FRAMEWORK

Mitie expressed interest in Built AI 2027 FM tender

Following Q1 performance, Mr David Croft (Mitie Account Director) raised Built AI's potential inclusion on Mitie 2027 NHS framework tender · framework is £18m/yr opportunity across 4 NHS trusts · Mitie historically only uses 3 incumbents but Westbrook performance has triggered review. Catherine Reed (BAI CD) to follow up Mar 2027.

PIPELINE • £18m/yr framework • Q2 follow-up

14.6 Key learnings + improvements

What changed in Q1 · implemented for Q2 and beyond

LEARNING 1

AHU resilience requires redundant BMS

HIT-1042 (Nov) revealed AHU-01 had no BMS redundancy · single Trent controller = single point of failure. **Identified within 3 days of incident · proposed proactively · accepted + installed in same quarter.** Speed of resilience response itself became a CSAT driver.

Implemented: BMS-2 hot standby installed 31 Dec 2026 · live since · 19-day soak zero failover events. **Going forward:** BAI design standard for all NHS cleanroom AHU installations to include BMS hot standby from PC handover.

LEARNING 2

Manufacturer batch defect monitoring proactive

Howorth bulletin (06 Nov 2026) was 3 days before HIT-1042. Built AI did not have process to check supplier defect bulletins against active stock. **If the K2 had been quarantined on bulletin receipt, HIT-1042 might have been avoided entirely.**

Implemented: BAI Stock Controller now subscribes to all key supplier defect bulletins (Howorth · Trent · Cummins · Wessex) · stock cross-check automated within 24h of any bulletin. Quarantine SOP updated.

LEARNING 3

PPM-reactive scheduling conflict avoidance

HIT-1067 (Jan) P2 overrun caused by Q1 BMS PPM service blocking immediate reactive response. **PPM-day reactive coverage gap was not anticipated in original Schedule 4 SLA framework.**

Implemented: PPM Schedule (Skill 07) updated to avoid Q1/Q4 service days for ward-critical assets when possible · BMS-2 hot standby (Q1 outcome) further mitigates this category for future quarters.

LEARNING 4

CSAT response rate ≥89% achievable with simple follow-up

Initial target was 80% CSAT response · Q1 achieved 89% · driven by simple Day-1 phone follow-up rather than email-only. Caller relationship continuity (D. Greaves commissioning AHU-01 → fixing AHU-01) materially helped.

Implemented: Day-1 phone follow-up now SOP for all P1 + P2 tickets · engineer-asset continuity prioritised in dispatch matrix (Skill 03).

14.7 Forward strategy + sign-off

Q2 plan · key dates · 3-party signoff

Q2 plan · Feb-Apr 2027 · key items + owners

20 · Feb · 27	Q1 review actions tracker initialised <i>L. O'Connor to monitor 4 learnings implementation · weekly status to PM</i>	L. O'Connor	MED
01 · Mar · 27	Trust case study writing begins <i>Joint BAI + Trust drafting · Built AI Westbrook approach for Trust FM showcase</i>	C. Reed + Mrs Mitchell	HIGH
15 · Mar · 27	Mitie 2027 framework tender follow-up <i>C. Reed (BAI CD) meeting with D. Croft (Mitie AD) re inclusion on £18m/yr NHS framework</i>	C. Reed	HIGH
01 · Apr · 27	Q2 PPM peak (6-mth + Q2 quarterlies) <i>L8 + F-Gas + LOLER + AHU-01 + BMS Q2 service · 6 visits across 4 weekends · D. Greaves lead</i>	D. Greaves	HIGH
23 · Apr · 27	AHU-01 Q2 quarterly service <i>First service post-BMS-2 install · expect zero-impact (dual-controller now active)</i>	D. Greaves	MED
01 · May · 27	Q2 PPM completion review <i>Trust + Built AI review post-Q2 PPM peak · confirm BMS-2 operational impact</i>	J. Connor	MED
07 · May · 27	Q2 MSR + COR issued <i>Monthly SLA Report (Skill 12) + Cost Recovery (Skill 13) April-end roll-up</i>	L. O'Connor	LOW
12 · May · 27	Q2 Quarterly Review (next QBR) <i>Same venue · Trust Board Room · 6-mth checkpoint into DLP</i>	ALL	HIGH

✓ Q1 PERFORMANCE ACCEPTED · ALL TARGETS MET OR
EXCEEDED · 4 STRATEGIC OUTCOMES DELIVERED

TRUST IPC + CHAIR

Dr Helen Reardon

Trust IPC Lead + Clinical Director

Westbrook NHS Foundation Trust

Signed: 12 Feb 2027

Q1 performance accepted · BMS-2 commissioning approved · Q2 plan endorsed

TRUST ESTATES + MITIE

Mrs Anna Mitchell

Trust Estates Duty Mgr · with Mitie ack (D. Croft)

Westbrook NHS Trust + Mitie PC

Signed: 12 Feb 2027

Operational performance accepted · case study agreed · Mitie framework follow-up endorsed

BUILT AI

Jack Connor

Project Manager · Westbrook DLP

Built AI Ltd

Signed: 12 Feb 2027

Q1 closed · 4 learnings tracking initiated · Q2 plan confirmed · QBR-Q2 in diary 12 May 2027

09

SIGN-OFF

Approval record

This output is issued **DRAFT-FOR-REVIEW**. It becomes operationally valid only on signed attestation by the named competent reviewer.

ROLE

NAME

DATE

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STATUS

Author

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DECLARATION

I attest that the information in this output reflects the current site state, that the controls listed are reasonably practicable, and that the named personnel are competent to perform the works described. Sign-off transfers this output from DRAFT-FOR-REVIEW to APPROVED.

COMPETENT REVIEWER

ACKNOWLEDGEMENT

I have read and understood the above and will work to the controls listed. I will stop work and call the named contact if conditions change or new hazards emerge.

SITE LEAD

BUILT AI

Workflow automation for construction, M&E and facilities management. Dispatch Desk is one of seven workflow packs in the Built AI library.

STANDARDS

CDM 2015
BS EN ISO 9001
en-GB

DISPATCH DESK

QBR — Quarterly Review
BAI-QBR-WBK-ONC-Q1
12 Feb 2027 · Rev 01

STATUS

Q1 REVIEW · 3-PARTY SIGNED
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