



# Canal & River Trust

The Canal & River Trust (CRT) required a trusted partner able to deliver a total FM solution and life-cycle works to its diverse network of 25,000 assets along 2,000 miles of waterways.

## The solution

The £4m p.a. contract was awarded to VINCI Facilities and has been continually renewed, creating a long-standing and highly successful partnership.

Key areas of success include:

### Self-delivery

In a significant commitment, c.50% of works are self-delivered by VINCI Facilities' directly-employed team of experts. This facilitates improved levels of control, quality and reliability, while also allowing long-term relationships to form with the client's team.

### Safeguarding heritage assets

The contract sees VINCI Facilities take responsibility for maintaining and restoring the nation's third-largest collection of listed buildings, along with heritage assets including scheduled monuments, world heritage sites, former battlefields and archaeological sites.

To assess the condition of heritage assets, VINCI Facilities conducts quadrennial surveys and produces extensive conservation reports, collaborating with English Heritage throughout to ensure full compliance with its requirements.

### Maximising value

Six years into the partnership, VINCI Facilities revised the contract and commercial arrangement to maximise value. A major benefit of this saw the pricing of all task orders move from a National Schedule of Rates to a cost plus approach, which has in turn created significant ongoing savings for the Trust.

## Continuous improvement

In a drive to enhance customer service, VINCI Facilities has delivered numerous improvement initiatives. For example:

- » A real-time performance dashboard has been introduced for reactive work orders. Through data scrutinisation, VINCI Facilities has successfully halved the number of reactive work orders that have been live for more than one month.
- » The help-desk team have been trained to assess how urgent each reactive maintenance request is in order to prevent unnecessary urgent call-out charges.
- » Automated email alerts have been introduced to notify CRT's team when a work order has been completed.
- » A Work Order Plan has been introduced to improve the planning and monitoring of each work order and to better align with the best practice standards of the NEC3 contract.

## Community support

VINCI Facilities' team regularly volunteer to assist CRT with its community projects. A recent flagship event saw 70 volunteers from VINCI Facilities and its supply chain spend a week volunteering at the Trust's Little Venice site in London, where they rejuvenated two large gardens.

Other recent examples include volunteers spending five days transforming a disused building into a community centre, and a team of ten helping to redecorate facilities at the Trust's National Waterways Museum at Ellesmere Port in Cheshire.

## KEY RESULTS



13,000 planned and 3,500 reactive work orders completed per year.



93% completed on time. 82% first-time fix.



100% compliance with statutory maintenance requirements.



Annual savings of £300k.

**"CRT's contract with VINCI Facilities brings a lot of unseen value. For example, we now have a fully integrated process of statutory testing, all of which goes through VINCI Facilities and is carried out cyclically, meaning that the Trust has peace of mind that compliance is managed efficiently."**

Iain Weston, Technical Manager, CRT.

