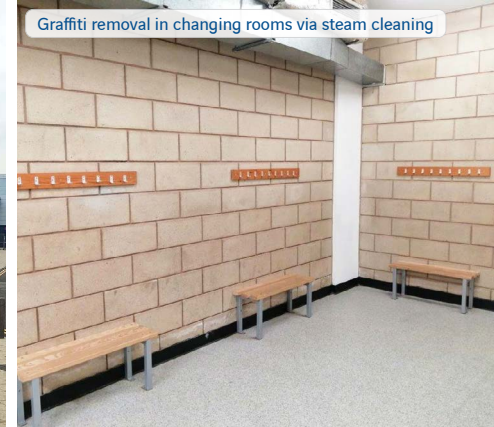




Refurbished music centre



Oasis Academy entrance



Graffiti removal in changing rooms via steam cleaning

Ashburton Learning Village: Croydon School, Library and Music

Located in South Croydon, 'Ashburton Learning Village: Croydon School, Library and Music' houses four public learning facilities – Oasis Academy, Ashburton Library, Croydon Music Service, and Croydon Adult Learning and Training (CALAT). Following the construction of the village, its owner, the Mayor and Burgesses of the London Borough of Croydon, required an experienced partner to provide a Total FM solution and life cycle works across the four institutions.

The solution

VINCI Facilities successfully secured the £32m contract in 2005. Now more than half way through the 30-year duration of the contract, VINCI Facilities continues to perform well due to its focus in the following key areas:

A dedicated team

The majority of works are conducted in-house by a directly employed team, in turn ensuring rapid response speeds and allowing standards to be monitored closely. This team are supported by a network of specialist supply chain partners.

Mitigating the impact of COVID-19

In response to the COVID-19 pandemic, VINCI Facilities rapidly established the necessary safe systems of work. Additionally, the contract team collaborated with the managers of Oasis Academy to create isolation rooms for any suspected cases, and to set up a testing centre in the school's main hall.

Throughout the pandemic, VINCI Facilities was audited utilising cutting-edge ATP (Adenosine Triphosphate) hygiene testing equipment to accurately measure levels of contamination. The team achieved an impressive average ATP score of just 19 (where 51 or above is a caution, and 151 or above is a fail).

Continuous improvement

Numerous initiatives have been introduced to ensure that standards continue to improve. These include:

- » **Management walks**, which have helped to increase the volume of Close Calls and Positive Interventions.
- » **Performance boards**, which are prominently displayed in the FM office to showcase performance against KPIs.
- » **Visual digital reports**, which enable performance data to be showcased to stakeholders via engaging and interactive graphics rather than text-heavy documentation.

Award-winning services

Many members of the contract team have been recognised at VINCI Facilities' staff award scheme. Most recently, following a commendation from the Principal of Oasis Academy, the cleaning team received an award for the vital role they played in enabling the school to safely reopen amidst the pandemic.

Community support

Keen to support the community, the contract team have volunteered with local wildlife groups, donated substantial resources to the school's fundraising events, and continue to manage free lettings of the facilities for community groups.

KEY RESULTS



Zero Lost Time Injuries.

99% score in an external health and safety audit.



92% satisfaction in a survey issued to the school's service users.

"Cleaning has been fundamental to our ability to re-open the Academy safely. Throughout the pandemic, your work has reassured our staff that the relevant controls are in place and that our academies are COVID-secure. You are an example of the amazing things we can achieve as a family, and the best of Oasis. On behalf of all our staff and students, I would like to thank you all for your significant contribution, which will not be forgotten."

John Barneby, Chief Operating Officer, Oasis Academy.

"I'd like to thank VINCI's team for their support during the pandemic. They have been superb responding to emergencies and dealing with either a partial or full opening of the Academy. I have been involved in education for a long while and the team certainly provide one of the best services I have known."

Andy Booth, Executive Principal, Oasis Academy.

