



Derby City Council

Derby City Council required a trusted partner able to provide total FM solutions and life-cycle works at five newly-built PFI schools and a children's centre*.

*Alvaston Children's Centre, Cottons Farm Academy, Da Vinci Academy, Hardwick Primary School, Lakeside Primary Academy and Merrill Academy.

The solution

Derby City Council awarded the £1.97m per annum 25-year contract to VINCI Facilities.

Now more than halfway into the contract, VINCI Facilities continues to perform well, due to the following key focus areas:

Flexibility

The contract requires a flexible approach from VINCI Facilities in order to accommodate the needs of the schools and their students. This sees major life-cycle works conducted outside of normal working hours and during bank holidays. Additionally, VINCI Facilities provides staff to support the school's numerous extracurricular events, such as bonfire night celebrations.

Communication

To promote a culture of face-to-face communication between key stakeholders, VINCI Facilities has established offices at each of the schools. Additionally, monthly formal performance review meetings are held, which are informed by detailed KPI data captured via VINCI Facilities' sector-leading CAFM system.

Community support

Keen to be a pillar in the local community, VINCI Facilities supports numerous worthy causes. A recent example saw the team donate materials and volunteer to help refurbish a youth centre that provides vital support for children and young adults across the city.

Supply chain management

VINCI Facilities manages a network of 20 specialist contractors, with a focus on using local firms whenever possible in order to support the surrounding communities. All parties within the supply chain, including directly employed and subcontracted personnel, have completed enhanced DBS checks to ensure their suitability to work within each school.

Maximising value

Each school benefits from full visibility of costs and profit margins for all small works and variations, and VINCI Facilities is committed to maximising value at all times. For example, a gain share mechanism is used to encourage reductions in energy usage, with any financial savings being shared between the schools and VINCI Facilities. A recent utilities reconciliation exercise resulted in VINCI Facilities achieving a healthy gain share of £4,450.

Continuous improvement

The team utilise a Lean Six Sigma methodology to eliminate waste and improve efficiency, with key staff having secured Green Belt certification. A recent Lean initiative saw the introduction of a dedicated app for smart phones and tablets to aid the handling of damage reports. PDAs (personal digital assistants) are also planned to be issued to all team members in the future to strengthen response speeds and improve alignment with best practice SFG20 maintenance standards.

KEY RESULTS



576 reactive and planned work orders completed each month on average.



Consistently high cleaning audit scores of 88-96%.



Zero RIDDOR reportable accidents.

100+ close calls and positive interventions each year.



£434k spent with local supply chain partners p.a.

Customer satisfaction scores of 8/10 or above in areas including:



- » Client Relationship.
- » Open and Honest Reporting.
- » Professionalism.
- » Management of Health, Safety and Environment.
- » Commercial Capability.

