



# The Royal Parks

London's 11 Royal Parks span 2,000+ hectares and encompass 500+ buildings, statues, monuments, playgrounds and offices including 156 Grade I and II listed properties, as well 150+ miles of paths, roads, walls and rivers. Maintaining this vast estate is no mean feat, and one that saw the Royal Parks seek a partner capable of upholding its world-class standards.

## The solution

That partner came in the form of VINCI Facilities, which secured the £7m p.a. Total Facilities Management contract due to its cost-effective proposal. The following has proven vital to the contract's ongoing success:

### Trust/transparency

The client benefits from an open book approach along with a pain mechanism which sees VINCI Facilities' profits eroded if KPI results go below 95%. In addition, the industry-leading CEMAR management tool has been utilised to maximise commercial transparency and collaboration.

### Collaboration

The contract sees both parties share VINCI Facilities' 'VMOST' framework, ensuring an integrated approach with a shared Vision, Mission, Objectives, Strategy and Tactics. Furthermore, the team share a joint intranet called VINTRP, which provides a dedicated portal for all contract and service delivery resources.

### Flexibility/rapid mobilisation

The efficient team are able to respond at short notice. For example, the night before the anniversary of the 7/7 terrorist attack, the iron memorial in Hyde Park was extensively defaced with graffiti. Following notification at midnight, a specialist team worked throughout the night to restore the memorial, ensuring it was back to its former glory by dawn.

## Introducing efficiencies

VINCI Facilities has introduced a wealth of initiatives to provide added value, including introducing; zero emission electric vehicles; LED lighting throughout the estate; life-cycle asset management; energy management (inc. data collection, bills and reporting); and geo-tagging / GPS fleet management.

## Challenging the brief

Briefs are challenged to ensure efficiencies. For example, Longford River, which passes through Bushy Park, regularly floods and requires responsive action. While the original brief required three staff to permanently monitor the 17km stretch of water, VINCI Facilities proposed installing a remote risk management and early warning water level monitoring system, which sees email/text alerts automatically issued to the response team when water levels rise beyond set thresholds. This has enabled staff to reduce to two people, two days a week, resulting in savings of £100k per year.

## Continuous improvement

VINCI Facilities continually up-skills its workforce to deliver specialist works in-house and in turn achieve stronger control of quality and response times. For example, the team received training from world-renowned conservationist Rupert Harris to gain the skills necessary to deliver specialist restoration works in-house. This has proven vital in efficiently preparing the parks for key events, such as the Trooping the Colour.

## KEY RESULTS



>90% of planned and reactive works delivered on time and on budget.



The contract is on track to deliver savings of c.£850k over its lifetime.



>£2m spent with local SMEs each year - well above the KPI target.

## Customer satisfaction scores of 10/10 for:



- » Professionalism.
- » Reliability.
- » Collaboration.
- » Health, safety & environment.
- » Budget control.
- » Value.

