



Members of ONE Team



ONE Team's shared office



Litter picking at Chapel St Leonards beach

Lincolnshire County Council (LCC)

As one of the UK's largest councils, LCC is responsible for the property services and facilities management of more than 500 properties – no mean feat, and one that required it to seek a partner capable of delivering continual improvement and cost efficiencies.

The solution

LCC's partner of choice came in the form of VINCI Facilities, which was awarded a contract to provide total FM and property management solutions across the client's vast estate.

The £8.5m p.a. contract spans a duration of five years, with five one-year extensions subject to strong performance, resulting in a potential value of c.£85m over ten years.

Now many years into the contract, VINCI Facilities continues to perform well due to its focus in the following areas:

Trust and transparency

The partnership utilises the best-practice NEC3 Term Service Contract Option C (Target Contract with Price List). The contract promotes trust and transparency through the use of an open-book approach, and offers mutually beneficial features such as early-warning systems and a pain or gain mechanism.

Collaboration and communication

All 275 employees from both organisations have united as 'ONE Team'. Located in a shared office, the team have adopted VINCI Facilities' 'VMOST' framework, enabling them to operate with a shared vision, mission, objectives, strategy and tactics, along with a strong focus on team building and cultural development.

Supply chain management

In an industry-first, the partnership has created a unique CAFM system called Concerto, which provides a single system for FM, property management and NEC3 notices, enabling the efficient management of 48,000+ task orders each year.

Continuous improvement

A continuous improvement programme, supported by Lean Six Sigma methodology and on-site Green Belt-certified facilitators, is utilised in order to identify and eliminate waste.

Added value

VINCI Facilities has gone beyond the scope of the contract by providing free consultancy and workshops designed to create efficiencies in LCC's wider operations, including Adult Social Care and Assurance.

Delivering social value

Utilising VINCI Facilities sector-leading social value framework, the contract team are delivering an exceptional £34k per month in social value. This encompasses the employment of five apprentices, numerous charity fundraising events and regular volunteering activities, such as a recent beach clean that saw more than 30kg of litter collected.

KEY RESULTS



The council has benefited from savings/efficiencies of more than £2.3m.



Customer satisfaction and KPI scores have reached 91.9% and 96%, respectively.



The partnership was recently recognised with a Government Property Award.



A three-year extension has been achieved, increasing the contract's value to £68m.

"I've been delighted with the partnership's performance to date, particularly with the excellent mobilisation process, which was the best I've experienced. The commitment to embedding a single ONE Team ethos has been exceptional. The partnership is producing excellent achievements."

Pete Moore, Executive Director of Finance and Public Protection, LCC.

