



# Lincolnshire County Council: South Park

With a bold vision to create the UK's first tri-service blue light station with custody facilities (housing police, fire and ambulance services under one roof), Lincolnshire County Council required an FM partner able to provide technical project management services from the building's construction phase through to its launch and ongoing FM operation.

### The solution

VINCI Facilities was selected as the council's partner of choice, due to its long-standing track record of success delivering FM services for the council's assets across the county.

Following three years of planning and construction, the £21.5m South Park facility successfully opened on time and has revolutionised Lincolnshire's emergency services, creating improved response speeds while reducing costs.

VINCI Facilities collaborated with LCC and other stakeholders to develop shared FM solutions for the building. This encompassed everything from building security and infection control to rapid response requirements, all of which enabled c.450 front-line staff to transition with minimal disruption to services.

The firm continues to excel due to its focus in the following areas:

### Self-delivery

The majority of FM works at South Park are self-delivered by a directly-employed team of staff, all of whom have secured the necessary police vetting, as have a pool of supply chain partners.

This self-delivered approach facilitates improved levels of control, quality and reliability. It's proven particularly successful with cleaning services, including body spill cleans of the Custody Suite, which are required 24/7. The directly-employed cleaners are exceptionally well trained by VINCI Facilities' centralised cleaning division, which is a sector-leading and award-winning BICSs (British Institute of Cleaning Science)-accredited training provider.

### An award-winning 'one team' approach

VINCI Facilities embodies a 'one team' approach at South Park, which sees its staff operate as an extended part of the council's team while also collaborating with police, fire and ambulance services and additional key stakeholders.

Key to this is the utilisation of a best-practice NEC3 contract, which offers change/variation control, early-warning mechanisms and promotes trust and collaboration via an open-book approach and a pain/gain financial mechanism.

Additionally, the council has adopted VINCI Facilities' 'VMOST' framework, which promotes unity by providing a shared vision, mission, objectives, strategy and tactics.

In recognition of the team's success, they received the One Team award at the Government Property Awards.

### Continuous improvement

To drive continuous improvement, the site's Facilities Manager and VINCI Facilities' Head of Operational Excellence are both trained in Lean methodologies.

'Lessons Learnt' sessions were held with key stakeholders to capture and showcase key learnings from South Park, with a view to benefiting future multi-stakeholder capital projects.

### Community support

Keen to support the community, VINCI Facilities was proud to recently take part in a custody sleepover event at South Park. This saw two team members spend a night in the cells, helping to raise vital funds for a local boy who has Ewing Sarcoma.

**"It is testament to the way the team have worked that we successfully opened a tri-service station with zero impact on service levels. This could not have been achieved without the partnership of LCC and VINCI."**

Chief Inspector Pat Coates, Lincolnshire Police.

**"South Park has been a great way of working together to find one solution that meets our service needs. The team's approach to project and facilities management since go-live has been really positive."**

Paul Litherland, Ambulance Operations Manager, East Midlands Ambulance Service NHS Trust.

**"The combined station has undoubtedly improved relationships between the three emergency services, which aids our response to operational incidents and improves services to the public."**

Andy Dixon, Station Manager, Lincolnshire Fire and Rescue.

