



LocatED

LocatED is a government-owned organisation that buys and develops sites for schools across England. In a drive to improve standards and achieve 100% compliance across its estate, LocatED made the strategic decision to outsource its entire FM and minor construction requirements to a sole contractor for the first time in its history.

The solution

The £10.5m p.a. contract was awarded to VINCI Facilities, in recognition of its success in the education sector and with clients that have nationwide property portfolios.

Spanning four years plus two, subject to strong performance, the contract sees VINCI Facilities responsible for maintaining c.80 properties, with the portfolio evolving on a daily basis. The diverse range of minor works delivered include property refurbishments, fence and hoarding installations, asbestos management/removal, landscaping, and roofing repairs.

Now 18 months into the partnership, an ongoing focus has been placed on creating efficiencies and maximising value, predominately through the use of innovative technologies. Examples include:

Efficiency initiatives

- » The best practice CEMAR contract management solution has been introduced, which enables all the maintenance requirements of the extensive estate to be efficiently managed via a single centralised online platform.
- » VINCI Facilities’ bespoke reporting and analytics platform, MYMI, has been introduced, which provides automated and real-time dashboards of the contract’s performance.
- » Tablets have been issued to all mobile engineers, enabling work order data and compliance documentation to be captured in real-time and with no need for paperwork.

- » Through collaboration with VINCI Facilities’ parent group, efficiency workshops have been held for the contract team, which directly resulted in the on-boarding process for new properties being substantially streamlined.
- » The help-desk service has been moved from a third-party supplier to VINCI Facilities’ specialist in-house team. This has provided improved levels of insight and control, and allowed capacity to increase, with the team currently managing 375 inbound and 585 outbound calls per month.

Cost saving initiatives

- » Wireless Intrusion Detection Systems (WIDS) have been installed at 32 properties. These cutting-edge security tools are able to detect intruders, track their movements, announce warning messages and inform managers of the situation. The installations will create savings of c.£180k per year by reducing the need for manned security.
- » Orbis Protect and SentiKey technology has been installed at 37 locations, which enables key boxes on site to be unlocked via a secure app that’s registered to authorised engineers. This is creating ongoing savings of c.£100 per visit by removing the need to call out key-holding security guards to unlock each premise.
- » More than 100 PV panels from a demolition site that would otherwise have been discarded have been reclaimed. These have been installed at The Brightwell (a healthcare charity in Bristol), providing the facility with free renewable electricity.

KEY RESULTS



LocatED’s key aim has been realised, with 100% of sites having achieved compliance for the past six months.



A total of 1,350 work orders are completed per month on average.



Completion on time scores:
PPM (statutory) = 100%.
PPM (non-statutory) = 98%.
Reactive maintenance = 91%.



Zero lost time incidents.
H&S audit score of 85%.



In a customer satisfaction survey, LocatED confirmed it would recommend VINCI Facilities to others.

“Everyone working on the contract is doing good things, working collaboratively to come up with the right approaches.”

Robert Waugh, Associate Director – Asset Management, LocatED.

