



The Office for National Statistics (ONS)

As the UK's largest independent producer of official statistics, the ONS provides a vital public service. With a vast estate and a workforce of c.3,000, the ONS required a contracting partner capable of maintaining its facilities and driving improved quality and value in line with the requirements of the Crown Commercial Service's Model Services Contract.

The solution

VINCI Facilities was selected as the partner of choice thanks to its extensive experience in the public sector and a competitive tender that focused on delivering added value.

Spanning five years, the £15m contract sees VINCI Facilities responsible for providing Total Facilities Management and construction design and project management for the ONS' sites across the UK, including its headquarters in Newport.

The following aspects have proven vital to the contract's ongoing success:

Communication

VINCI Facilities' management team share office space with the ONS' FM teams across each of the client's three largest sites, maximising the efficiency of communication and ensuring that any queries can be quickly addressed.

Supply chain management

VINCI Facilities manages 46 contractors across the contract, including securing Baseline clearance for all parties. Its CAFM solution, 'V-Nexus', provides an efficient approach for managing the supply chain by creating a digital audit trail of each task order. This enables each order to be automatically allocated to the most suitable and cost-effective contractor, while also enabling the client to view detailed real-time performance information.

Trust and transparency

Full transparency is provided by an open book approach with a set profit margin throughout the duration of the contract, while a financial deduction mechanism is utilised to ensure strong performance against KPIs and SLAs.

Delivering efficiencies

A focus has been placed on creating efficiencies, for example:

- » The portage service was streamlined by reducing the number of mail deliveries from two per day to one per day, creating savings of 20% with minimal impact on operations.
- » 100% of the legacy cleaning equipment has been replaced with more efficient solutions, such as battery powered back pack vacuum cleaners that provide improved mobility.
- » As the ONS offers flexible working, its facilities are often only occupied to c.75% capacity. Therefore, key facilities have been redesigned and refurbished to enable the introduction of smart working practices, in turn optimising the available space and enabling the spare capacity to be occupied by other government departments.
- » Microsoft's Power BI platform has been introduced to enable the creation of automated KPI reports for the very first time. By removing the need for manual data collation and calculation, the time frame for creating reports has reduced from five days to just one day.

RECENT CONSTRUCTION PROJECTS

The contract includes the design and project management of construction contracts up to £5m. Recent projects include:

- » £3.3m reception refurbishment and extension, including creating a three-storey glass atrium.
- » £2.3m roof replacement.
- » £2.9m rainscreen cladding installation to existing brickwork.

CUSTOMER SATISFACTION

"ONS, through the CCS Framework, set VINCI Facilities a serious challenge to reduce the core FM costs from year one and continue to deliver efficiencies year-on-year thereafter. Post-mobilisation, the relationship is maturing and those efficiency challenges are being faced head on.

VINCI entered the relationship with a strong blend of existing and new resources at management level which allowed mobilisation to progress as per the tender plan and enter the transitional period in an open and transparent manner. Transition from the incumbent supplier to VINCI has had no material impact on the ONS business and change was visible from day one of the contact, particularly around catering.

Furthermore, customer satisfaction, as calculated by the service desk's digital feedback platform, currently stands at an exemplary 97%.

As the parties continue to get to know each other, the shared vision of a modern, efficient and consistent service across the estate will continue to drive further efficiencies into the contract through technology, training and Lean delivery methods."

Keri Jones, Head of Estates and FM at ONS.