CASE STUDY – The Office for National Statistics (ONS)
Providing FM and construction design and project management for the ONS’ sites across the UK

Challenge
As the UK’s largest independent producer of official statistics, the ONS provides a vital public service. With a 60km² estate and a workforce of c.3,000, 2016 saw it seek a contracting partner capable of maintaining its estate and driving improved quality and value in-line with the requirements of the Crown Commercial Service’s new Model Services Contract.

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. 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.

Trust/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 a strong performance against a set of KPIs and SLAs.

Supply chain management: VINCI Facilities manages a network of 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. The system enables each order to be automatically allocated to the most suitable and cost-effective contractor. The chosen contractor then receives an automatic notification of the works and can easily update the system with progress reports, queries, time scales and costings, enabling the client to view detailed, real-time information.

Delivering efficiencies: A key focus has been placed on creating efficiencies, for example:
- The porterage service was streamlined by reducing the number of mail deliveries from 2 per day to 1 per day. This delivered savings of 20% with very little impact on operations.
- The ONS agreed to cover the cost of replacing 100% of the legacy cleaning equipment with more efficient solutions to improve the quality and speed of cleaning services, with for example, battery powered back pack vacuum cleaners being introduced to maximise 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 5 days to just 1 day.

Customer satisfaction
Keri Jones, Head of Estates and FM at ONS, commented: “ONS, through the CCS Framework, set VINCI Facilities a serious challenge to reduce the core FM costs from year 1 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 1 of the contract, 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.”