



Sheffield Schools

Having constructed four new PFI schools across the city*, Sheffield City Council required a trusted partner able to provide total FM solutions and life-cycle works at each site.

*Silverdale School, Newfield Secondary School, Talbot Specialist School and Bradfield School.

The solution

Sheffield City Council selected VINCI Facilities as its partner of choice, awarding two contracts to cover all four schools. Commencing in 2009 and 2013, the contracts each span 25 years and have a combined value of £1.75m.

Now more than a decade into the partnership, VINCI Facilities continues to perform well, due to the following key focus areas:

A self-delivered service

Utilising a 68-strong team of directly-employed personnel, VINCI Facilities is able to self-deliver 85% of the works. This facilitates improved levels of control, accountability and reliability, while also allowing long-term relationships to be formed with the client's team.

The impact of this approach is particularly evident in the field of cleaning. The directly-employed cleaners are trained to exceptional standards by VINCI Facilities' centralised cleaning division, which is a sector-leading and award-winning BICSS (British Institute of Cleaning Science)-accredited training provider.

Continuous improvement

In order to nurture a culture of continuous improvement, a Customer Relationship Improvement Plan is created each year. Developed in partnership with the client, the plan provides a strategic and formal approach for improving service delivery standards and maximising efficiencies.

Delivering value

A strong focus is placed on creating cost savings where possible. For example, cleaning operations have become leaner thanks to improved stock management, which has reduced over-ordering and unnecessary spending. Additionally, by investing in innovative technology the team are able to utilise ozonated water for cleaning, in turn reducing the need to continually purchase cleaning products, while also minimising the use of hazardous chemicals.

Going the extra mile

A 'one team' approach sees VINCI Facilities' team act as an extended part of the schools' workforces, doing whatever is needed to ensure customer satisfaction. For example, when a drama teacher was recently taken ill mid-lesson, a Mobile Repair Technician swiftly assisted by supervising the students for the remainder of the class. His commitment to going the extra mile was recognised with an in-house Customer Satisfaction Award and a bonus of £100.

Community support

Keen to help the surrounding community, VINCI Facilities regularly donates time and money to support worthy causes. Recent activities have included redecorating the offices of a local homeless charity, taking part in litter-picking events and donating Easter eggs to the local food bank and hospital.

KEY RESULTS



2,400+ planned works completed each year, with 99% success.



Cleaning audit scores of 90-99% against a target of 85%.



Zero RIDDOR reportable accidents.



£55k spent with local supply chain partners each year.



Customer satisfaction scores of 9/10 in areas including:

- » Client Relationship.
- » Technical Knowledge.
- » Professionalism.
- » Collaboration.
- » Innovation.
- » Reliability.

