



Welsh Government: Economy and Infrastructure (E&I)

The Welsh Government required a partner able to provide total FM solutions for its E&I assets, which include offices, caravan parks, industrial units, residential properties and more.

The solution

Building on a relationship that spans more than a decade, the £7m p.a. contract was awarded to VINCI Facilities.

Now a year into the contract, VINCI Facilities' performance continues to go from strength to strength due to the following key focus areas:

Efficient operations

The highly efficient contract is delivered by VINCI Facilities' core team of 18 directly-employed managers, administrative staff and mobile repair technicians, with support from a network of regional supply chain partners strategically located across the country.

To maximise standards, all of VINCI Facilities' direct team have completed training with the Institution of Occupational Safety and Health (IOSH) as well as courses on topics including working at height, working near water, asbestos awareness and Legionella awareness. In addition, all supply chain partners have been supported with formal coaching to help evolve their operations.

This commitment has enabled VINCI Facilities to successfully pass every audit to date with flying colours.

Strong communication

Due to works spanning the entire breadth of Wales, a strong focus is placed on ensuring efficient communication between VINCI Facilities, its supply chain partners and the client. Key to this is the utilisation of cutting edge digital solutions such as Maximo and MYMI, which provide real-time performance data, along with self-service work order management, compliance monitoring and secure sharing of documentation. This is supported by a dedicated 24/7/365 help-desk and formal monthly performance review meetings.

A flexible approach

The diverse nature of the contract requires VINCI Facilities to respond to a wide variety of reactive works at short notice, ranging from refurbishments of recently vacated properties to remedial works related to fires, burglaries and floods.

One recent example can be seen at the Welsh Government's SA1 residential development in Swansea. Following a car crash at 1am, VINCI Facilities' team swiftly responded and made the area safe by removing a damaged tree and lamppost, inspecting the electrics and installing a temporary street light.

KEY RESULTS



Strong KPI scores, including:

- » 97% for reactive works.
- » 98% for PPM works.
- » 99.4% overall.



More than 14,400 hours worked per month.



Zero health and safety incidents.



74% of the contract value has been invested within Wales through the use of local staff and businesses.

