

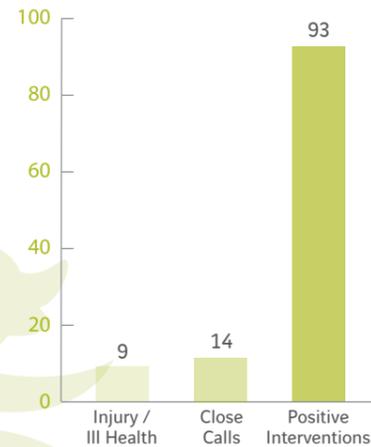
PROPERTY SERVICES CONTRACT

ANNUAL REVIEW 2019

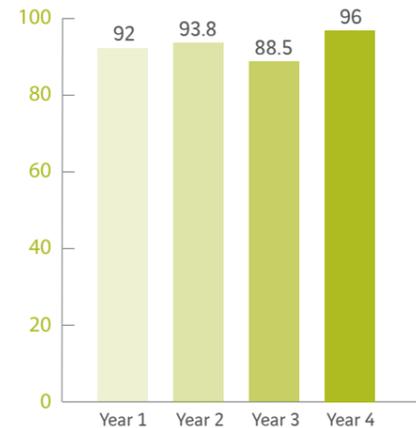


Key Contract Information Annual Review Dashboard

HEALTH & SAFETY INCIDENTS - APRIL 2018 TO MARCH 2019 CUMULATIVE AND IN MONTH



KPI OVERALL SCORES - YEARS 1, 2, 3 & 4



Kevin Kendall, County Property Officer

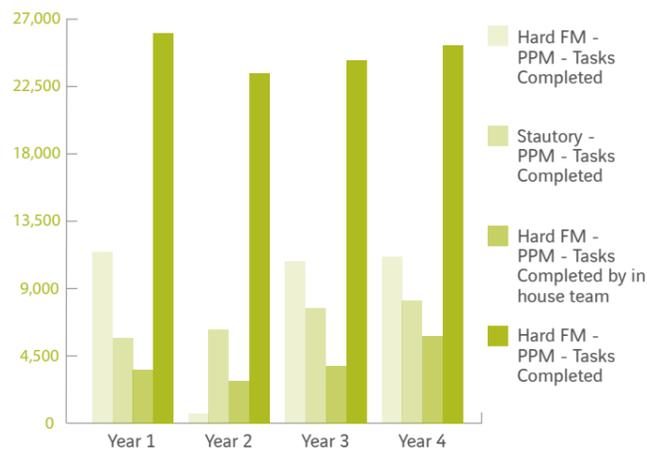
I am very pleased to present the 2019 Annual Service Review for the Lincolnshire County Council/VINCI Facilities partnership, under an NEC3 Terms Services contract, which commenced on 1st April 2015.

The contract goes from strength to strength and a key element of this success has been through our ONE Team working. This enables us to drive joint objectives, hold each other to account and identify improvements across the Corporate Property Service. I am delighted that we were named a finalist in the Premises and Facilities Management, Corporate Partner Award.

The review outlines key contract information demonstrating the performance of VINCI Facilities during 2018/19, our joint ONE Team community activity and focusses on future improvements.

This year, we have been progressing a key VMOST objective of Customer Focus, by engaging with a wide range of customers through surveys, which we have conducted face-to-face. The information we have gathered is helping us to make improvements across the service. I look forward to reporting on developments in next year's Annual Review.

FACILITIES MANAGEMENT VOLUMES Planned Preventative Maintenance (PPM)



CUSTOMER SATISFACTION SCORES 2018/19



Tony Raikes, Managing Director, VINCI Facilities

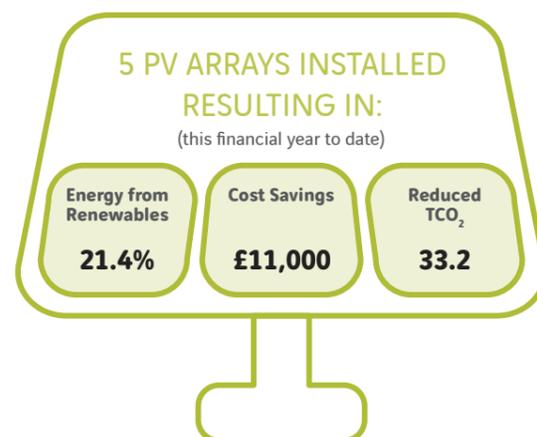
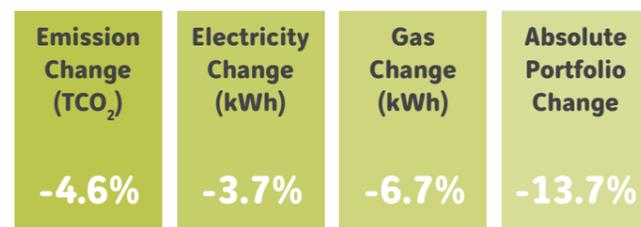
I am very proud to have the opportunity to highlight our work with Lincolnshire County Council through this Annual Review, which covers key aspects of the 2018/19 year.

We continue to work collaboratively and energetically across the ONE Team to achieve our joint objectives, all aimed at supporting Lincolnshire County Council deliver excellent public services to the people of Lincolnshire. I am also delighted that we have been able to support some of the wider Council Directorates in developing VMOST plans and through facilitating LEAN training.

VINCI has a strong Social Value ethos and working together as ONE Team we have delivered significant benefit to the Lincolnshire community over the last year. This ranges from working with locally based subcontractors, to providing apprenticeships and undertaking charitable and community activities. The ONE Team Beach Cleans were an excellent example of this, a great team building activity, one which promotes the physical and mental wellbeing of our teams and with a huge benefit to the Lincolnshire coastline. Additionally, through the VINCI UK Foundation, we have granted £15,000 to a Lincolnshire based charity to support Social Inclusion.

Whilst we have achieved much in 2018/2019, there is more we can do and I am very much looking forward to working as ONE Team in the coming year to further improve the work we do to support Lincolnshire County Council in delivering their excellent services.

ENERGY MANAGEMENT 2019





KPI Key Contract Information

PROGRESS TO DATE

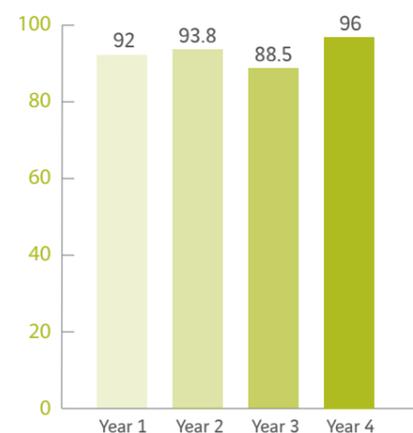
The contract has continued to perform well through the first 4 years, **with an overall score in Year 4 of 96%, which is the highest score achieved so far.** VINCI must achieve a baseline score in ALL KPIs to access gainshare.

Initially this was a 5-year contract from April 2015, with 5 further 1-year extensions. However, owing to consistently good performance and the added value brought through the contract to date, it has been extended by 3 years to 2023.

GAINSHARE

The contract allows for gainshare where VINCI provides services within target cost, and if KPI performance is in line with contractual requirements. This is stringently monitored from a financial and also a quality of service perspective.

KPI OVERALL SCORES - YEARS' 1, 2, 3 & 4



GOING FORWARD

It is essential that KPIs are regularly reviewed to ensure that they measure what is important. They were last reviewed in Year 2 and significantly rationalised to focus on the metrics that best measure performance and drive improvement. A further review will take place in year 5.

Climate Change Mitigation A Pro-active Approach

LCC has a target of being carbon neutral by 2050. **The latest Carbon Management Plan has set a 4% reduction in TCO_{2e} from a baseline year of 2016/17 and the latest annual data shows a 5.6% reduction.**

INITIATIVES

Initiatives that are being introduced within the Property Estate, such as Solar Panel Arrays, are designed to support the reduction in carbon footprint, as well as being more cost effective for LCC. **An example of this is the Solar Panel Array that was installed during the refurbishment of Lancaster House. This has resulted in the generation of 14% of energy from Renewables (Electricity) with the following efficiencies:**

ANNUAL BENEFIT

Energy from Renewables (Electricity)	14%
Predicted Annual Generation (kWh)	23,000
Annual Emission Reduction (TCO _{2e})	9.7

ANNUAL SAVINGS (PREDICTED)

Income from Supplier	£1,500
Cost of Electricity Offset	£3,200
Benefit of PV System p.a.	£4,700

GOING FORWARD

The ONE Team is looking at other ways to support LCC's Climate Change Mitigation programme. One of the activities planned is a team exercise to review all buildings and assess what could be achieved through capital investments that would have a positive impact on the climate, e.g. Boiler replacements, Solar PV and LED programmes.



Supplier Health and Safety Day

SUPPLIER HEALTH AND SAFETY SEMINAR

The ONE Team hosted a Supplier Health and Safety Seminar on 5 March 2019. **The event was very well attended with 29 attendees representing 20 framework contractors/sub-contractors.**

There were presentations on the Construction (Design & Management) Regulations 2015 (CDM), Disclosure and Barring Service (DBS) checks and there was a Round the Table discussion.

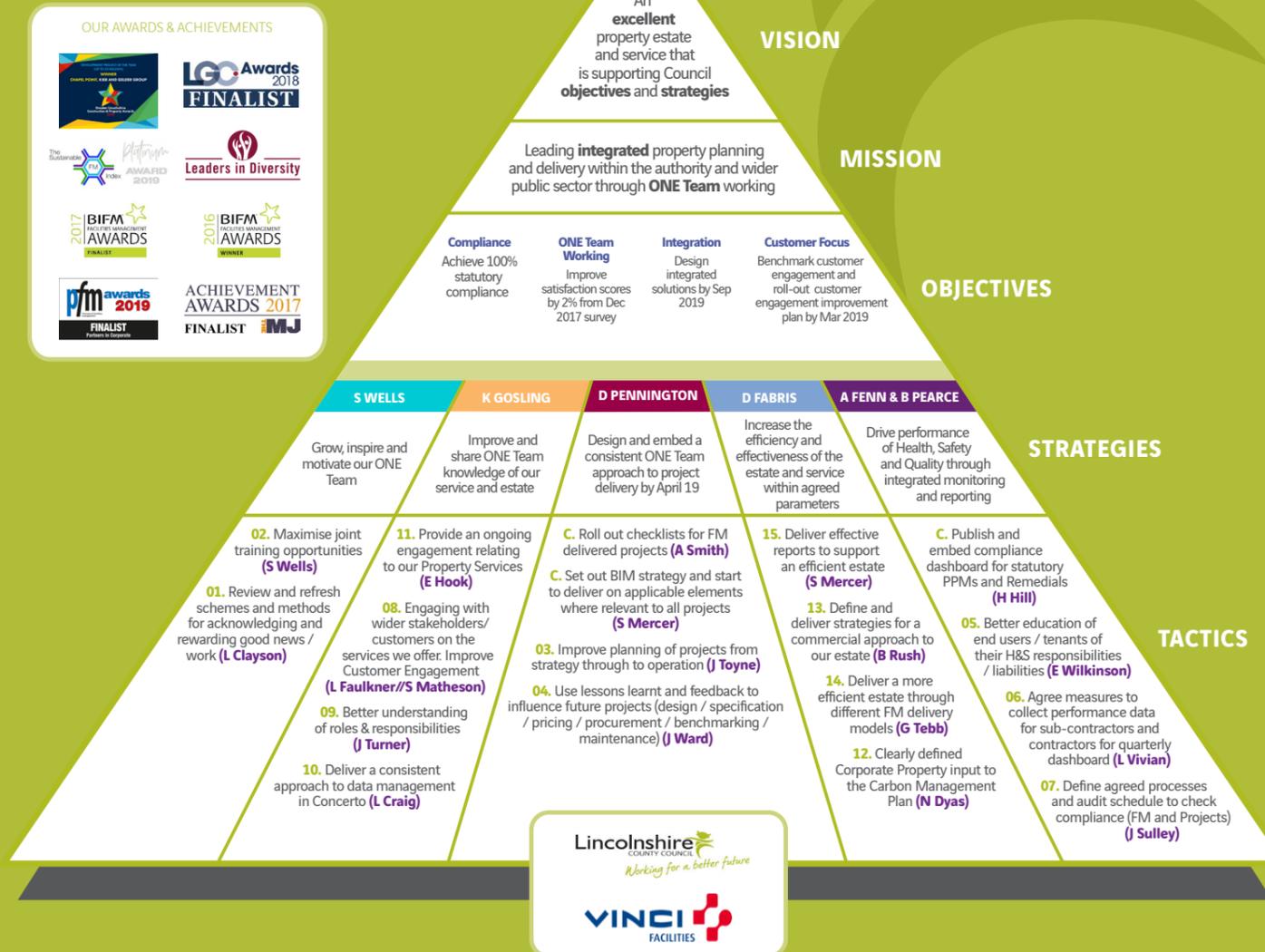
This interactive session allowed contractors to discuss any issues they have come across in relation to CDM, DBS and Health & Safety and share these with the rest of the group. It was an open and honest seminar and enabled all parties to share thoughts and ideas and has provided some very valuable feedback.



All attendees unanimously said the Seminar was very useful and they looked forward to future events!

GOING FORWARD

Following the positive feedback received from attendees in March, we are planning twice yearly Supplier Health and Safety Seminars.





Projects Showcase

CHAPEL POINT - NORTH SEA OBSERVATORY

WINNER OF DEVELOPMENT OF THE YEAR (UNDER £5M) CATEGORY - GREATER LINCOLNSHIRE PROPERTY AWARDS 2019

Designed and project managed by Kier, Chapel Point - North Sea Observatory is an iconic public building located on the seafront at Chapel St Leonards on the east coast of Lincolnshire. It is the first purpose-built marine observatory in the UK and has been designed and manufactured to a very high environmental specification.

The observatory offers educational facilities for watching coastal wildlife which migrate along the Lincolnshire coastline from around the world between spring and early winter.

The project was:

- Constructed with sustainable materials
- Designed to minimise carbon footprint and maximise energy performance

This project faced many challenges, not just those presented by the exposed coastal location, but also when suspected Second World War incendiary devices were discovered during the groundworks and had to be disposed of safely.

The project finished as planned in Summer 2018, within agreed timescales, which reflected the unexpected discoveries.

The project has had a significant positive social and economic impact on the local community:

- It was tendered and awarded to the successful Contractor using Lincolnshire County Council procurement guidelines that promote use of local contractors supporting local Lincolnshire employment

- As a mixed-use facility that is free to access, the observatory plays a vital part in the local economy, providing a destination for visitors visiting from across the UK and wider
- Visitor numbers to Chapel Point in the autumn months of 2018 (following the opening of the building) increased, as compared to previous years, and have continued to grow
- It provides local employment in the catering facility

LINCOLNSHIRE BEACH CLEANS - SUPPORTING THE ENVIRONMENT

The ONE Team looks for opportunities to support the local community and as such, this summer organised 2 Beach Cleans at Chapel Point, with the help of the Lincolnshire Wildlife Trust.

Armed with litter pickers and hessian sacks, each of the teams covered a large expanse of the Lincolnshire coast at Chapel Point (where the new North Sea Observatory has recently been built).

Over the 2 days, the teams collected 31.5kg of rubbish from the beach at Chapel St Leonards, which is litter that is removed from our coastline forever.



The teams thoroughly enjoyed both days and this has been an excellent way to make a real impact in Lincolnshire. It was also a great way of team building and an opportunity for those involved to see the fantastic North Sea Observatory facility.



Community Engagement and Social Value

The ONE Team is passionate about supporting the Community and adding Social Value. As well as the Beach Cleans, there have been a number of other initiatives this year.

RECYCLING FOR SCHOOLS

The ONE Team is supporting the recycling of crisp packets, sweet wrappers and pens. Through co-ordinating the collection of these items, we are supporting a number of local schools who act as 'hubs' for recycling. **The schools are paid a sum of money per kilo of recycling collected. This benefits both the schools and the environment.**

REVERSE ADVENT CALENDAR

Last Christmas, the ONE Team collected food and toiletry items for the local foodbank, the Lincoln Community Larder. **The value of goods donated was over £200** and was gratefully received by the Larder, who thanked everyone who contributed.

TEAM DEVELOPMENT

As well as ONE Team community engagement activity, we are also dedicated to adding social value through developing our teams. This year we have had 5 people studying through apprenticeships, with 1 having recently completed their apprenticeship by qualifying as an electrician. **We have a target of another 6 apprenticeships starting next year.**

MACMILLAN COFFEE MORNING

We held a Coffee Morning and ONE Team Team 'Bake Off' **raising £167 for Macmillan Cancer Care.**

CPR TRAINING

We held CPR training, delivered by the British Heart foundation. This was particularly important to the ONE Team as 4 members of the team have had heart attacks over the last year.

CHARITY SPONSORSHIP

Members of the ONE team have supported the Handicapped Children's Action Group, a Lincolnshire based charity **to attain a grant of £15,000 from the VINCI UK Foundation, which is dedicated to supporting social inclusion.** The grant monies will purchase specialist buggies for severely disabled children, allowing them to take part in activities and excursions they would not otherwise be able to access.

GOING FORWARD

We will continue to support charities and community events within Lincolnshire. This is a great opportunity for us to give to the community, as well as helping team building and getting to know people across the ONE Team. We have had fantastic feedback from our teams about taking part in these events.

Collaborative Working

One of the key fundamentals of the Property Services NEC3 contract is its basis in collaborative working. VINCI has provided significant support in this area through introducing initiatives and training on **Lean Methodology, Empower - Delivering Excellence Through People, Ideas and Suggestions and VMOST our joint Business Plan.** This has supported the development of our ONE Team culture.

In addition, VINCI has also supported other Directorates within the Council to develop their own VMOST. By extending the collaboration and sharing of resources beyond the Property Services contract, added value has been brought to the wider LCC and has assisted those Directorates in producing clear, concise Business Objectives and supporting their ONE Team working. **This culminated in VINCI/LCC being named a finalist in the Premises and Facilities Management - Corporate Property Award 2019.**



Capital Projects are also being delivered collaboratively, with the early engagement of framework contractors, an example being the Council's Special Needs Schools Programme. This enables project objectives to be agreed and fosters a 'team approach' to the project.

GOING FORWARD

The ONE Team will continue to drive collaborative working throughout our teams as we have seen huge benefits in this approach.

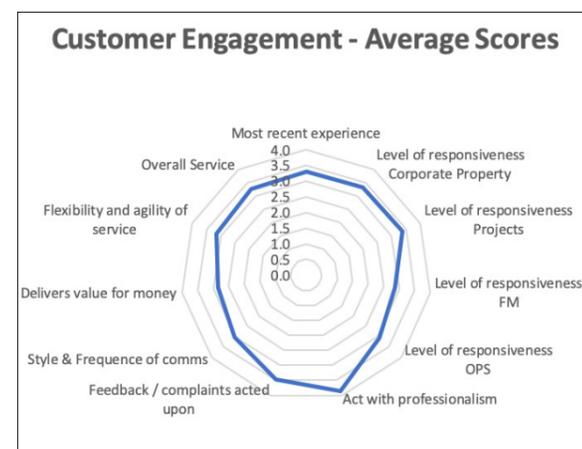


Customer Engagement

One of the key ONE Team Objectives is to benchmark customer engagement to assist in identifying and implementing improvements that will benefit customers and end users and improve the perception of our service.

This year, the ONE Team has carried out customer interviews across a wide range of our customers from Strategic Leaders of LCC through to Schools Business Managers.

The survey also asked customer to rate the specific areas on a scale of 1 to 4, with 1 being the lowest and 4 being the highest score. The responses have been mapped in the following diagram.



KEY THEMES

The ONE Team received very good and constructive feedback, in particular, **the level of professionalism within the team was viewed very highly by the customers.**

There were several key themes coming out of the feedback that we will focus on going forward:

1. Communication
2. Flexibility/Agility of service
3. Value for money

GOING FORWARD

Customer focus sessions will be arranged to explore the feedback and themes in more depth, we will use this information to develop an improvement plan and survey customer again next year to see how far the ONE Team have moved forward.

ONE Team Conference

The annual ONE Team Conference was held in July 2019. **This is always a popular event, and is a key element of our employee engagement; allowing us to network as a team and provide an update on the contract performance.**

This year, our key theme was 'Customer'. We ran a 5* Customer Service Workshop, asking ourselves what does excellent customer service look like? We then presented the feedback from our Customer Engagement activity (see previous page). We took the learning from the previous 2 sessions and worked as teams to identify 'Ideas and Suggestions' that we could take forward to improve customer service across the team.



Finally, we presented a ONE Team Annual Recognition Award. There were 12 nominations from across the ONE team and attendees at the Conference voted for the overall winner, which was Simon Lock, Mobile Cleaning Supervisor!



Team Awards

PROGRESS TO DATE

Over the last year, the ONE Team has been the winner/ finalist in the following awards/categories:

LINCOLNSHIRE CONSTRUCTION AND PROPERTY AWARDS 2019

- Development of the Year under £5m Category (partnering with Gelder) - Winner For the design of the North Sea Observatory, Chapel Point

ARCHITECT'S JOURNAL ARCHITECTURE AWARDS

- Public Building of the Year - Finalist For the design of the North Sea Observatory, Chapel Point

RICS EAST MIDLANDS AWARDS

- Community Benefit Category - Finalist
- Infrastructure Category - Finalist (For the design of Sleaford Eastgate, New Bluelight Campus)
- Tourism and Leisure Category - Finalist
- Regeneration - Finalist (For the design of the North Sea Observatory, Chapel Point)

PREMISES AND FACILITIES MANAGEMENT AWARDS

- Corporate Partner Category - Finalist

Building on last years awards, this is further recognition of the excellence and professionalism within the ONE Team.

ONE TEAM EMPLOYEE AWARDS

IMPROVING EFFICIENCY

- Simon Lock, Mobile Cleaning Supervisor** - for improved ways of working, creating better value for money for LCC

PERFORMANCE EXCELLENCE

- Simon Challis, Strategic Development Officer** - for negotiating over £1m of funding to go back to Children's Services for Basic Need expenditure without having time bars or place restrictions

IMPROVING EFFICIENCY

- Stuart O'Connell** - for outstanding service to a school

LIVING THE ONE TEAM VALUES

- Sue Wells** - for going the extra mile in everything she does

ONE TEAM ANNUAL RECOGNITION AWARD

- Simon Lock** - voted for by attendees of the 2019 ONE Team Conference

GOING FORWARD

We will continue to showcase our team achievements by submitting nominations for local and national awards, particularly those that demonstrate collaborative working, which lies at the heart of our approach.





ONE TEAM proud to deliver exceptional services

For enquiries, please contact Sue Matheson, Project Director – sue.matheson@vincifacilities.com



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