

Member Spotlight

January 2021

VINCI Facilities





VINCI Facilities

We asked Brian Price, Senior Project Manager to share what VINCI Facilities Building Solutions are up to.

If you'd like to contact VINCI about any of the below click [here](#).

Give us a little known fact about your organisation

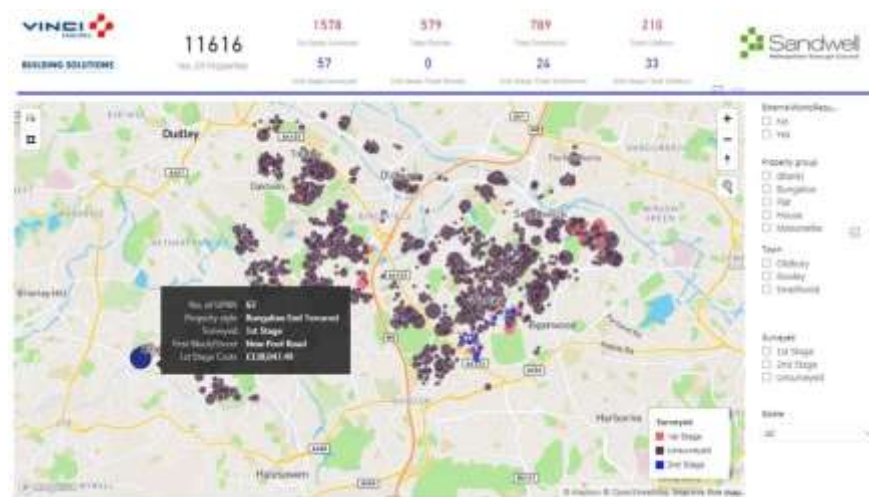
VINCI has partnered with Sandwell MBC on various planned maintenance projects, including: Decent Homes; Voids; Aids and Adaptations and all manner of internal and external projects consecutively over the past 15 years.

Tell us about a time that engagement has made a difference to your services or communities?

Our dedicated site teams and especially our teams of Resident Liaison Officers engage with our communities to ensure that our delivery does not disrupt people's homes or their lives. We have managed to work throughout the pandemic to continue to deliver our projects safely and on time to improve our communities. We have done this by taking extra care and introducing disciplined COVID controls after engaging with the communities we serve, our customers and supply chain.

We always ensure that residents are happy with our work, but this has been stepped-up a gear during the pandemic. We've introduced small bubbles of contractors due to the nature of our works in the homes of vulnerable residents, checking in with residents in the morning to confirm that works can continue, and visiting twice daily.

What are you currently working on when it comes to engagement?



Digital

Our team has developed a Digital Collaboration SharePoint system that includes collection and reporting on customer satisfaction surveys. This is being rolled out to improve engagement and real-time reporting on our performance to all our stakeholders.

This digital innovation

improves engagement with the residents and enables us to continually improve our service.

If you have any questions regarding this document or if we can help in any other way call us on [0161 868 3500](tel:01618683500) or email info@tpas.org.uk





Environmental

Our Enterprise Adviser – Phil Clee is engaging with some of our younger residents through local schools, running the first VINCI Schools Biodiversity Awards promoting biodiversity and leaving a sustainable legacy in local schools and communities. COVID 19 controls have seen this engagement transfer to Teams webinars for 2021.

Why did you decide to join Tpas?

We strive for excellence when serving our communities and identified Tpas as the leaders in customer engagement many years ago. Tpas has helped us with our strategy to engage with our residents and communities over the past 15 years. They provide a wide range of excellent resources and an opportunity for us to share best practice and innovative thinking.

What is your top engagement tip?

Earn trust.

Our people deliver our projects in communities with integrity and we are always open and honest. We engage with vulnerable residents and groups and tailor our service to suit each individual's needs. This has been especially important during the pandemic where we have introduced additional safety controls and small bubbles of contractors checking in on vulnerable residents twice a day

What's the one thing you are really proud of when it comes to engagement?

Maintaining a fantastic relationship with a single customer for over 15 years. Resident engagement has been absolutely pivotal to this and we have developed our services by engaging with residents and groups to add real value to communities and improving neighbourhoods.

