

Moving on up in FM Services: Challenges and Opportunities in Facilities Management

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Overview

- The Expanding scope of FM Services
- National Trends
- Local Authority Trends
- FM Services Provision in Nottingham
- FM services: A New Way?
- Discussion



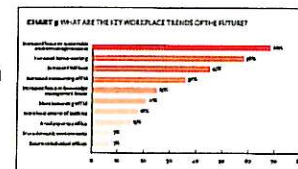
The Expanding Scope of FM services

- FM has expanded from its origins in Building Management
- Now includes areas as diverse as:
 - Business Continuity to Healthy Breakfasts
 - Cleaning to Carbon Foot Prints
 - Procurement to Pollution
- Changes have provided new challenges



National Trends In The Workplace

- Workforce Demographics
- Space Allocation
- Changes in Technology
- The War for Talent



Source: BIFM, June 2007



National Trends In FM

- Increasing services within the FM contracts
- Increase in regulations and risk management issues
- Rise in importance of environment issues
- Skills shortage particularly at Management levels



Local Authority Trends

- BSF/PFI
- Single Status
- Extended schools
- VFM and Efficiency savings
- Increased remote working and rationalisation of space



FM Service Provision in Nottingham City

- Currently a hard/soft FM Split
- BSF 1st phase started
- Large single site office replacing small dispersed offices
- Local jobs for local people
- Single Status



Challenges for FM Service Provision in Nottingham City

- How to get a seat at the table to design in success
- Raising awareness of the link between workplace quality & business performance.
- Developing staff with the right skills set
- How to move from "back of house" to core business of the Council



FM Services: A New Way?

- Not a sexy subject!
- Undergoing immense changes
- Adapt or die!



A New Way: Management Speak!

- Commitment to a professional service with a clear strategy
- Focus on outputs
- Honest and transparent pricing
- All staff to have the appropriate skills set



Discussion Points

- What is the single biggest issue facing FM provision?
- What can we learn from the Private Sector?
- What challenges and opportunities will new technologies provide?
- What are the issues associated with single/cluster/separate contracts for all FM services?

