



How far can we take FM?

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Chair ASSIST

3 Definitions of FM

- **“Facilities management is the integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities”.**
- **Effective facilities management, combining resources and activities, is vital to the success of any organisation. At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to day level, effective facilities management provides a safe and efficient working environment, which is essential to the performance of any business – whatever its size and scope.**
- **FM can be summed up quite simply. Landlords own buildings; tenants occupy them; facilities managers make them work.**

Development of FM

- **Cost-cutting initiatives of the 1970/80's led to organisations outsourcing 'non-core' services**
- **Integration of the planning and management of a wide range of services both 'hard' and 'soft' to achieve better quality and economies of scale**
- **Formation of the BIFM in 1993**
- **Introduction of PPP**

- ***Outsourcing*** is the buzzword of the new millennium and FM has led the charge.
- The FM sector is now large and complex, comprising a mix of in-house departments, specialist contractors, large multi-service companies, and consortia delivering the full range of design, build, finance and management.
- FM sector is worth between £40bn and £95bn per annum.

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- **What do WCC think the FM Service should not be?**
- Answer 1: Simply delivery of services such as -*Catering, Cleaning, Caretaking, Security, Post, Reception etc. etc. etc.*
- Answer 2: A function which adds little or no value
- Answer 3: A function or services which should be outsourced at the earliest opportunity or not supported like all other Council services

How Can Facilities Management deliver maximum value?

WCC "Vision"

- Working in Partnership
- Putting Customers First
- Improving Services
- Leading Communities Answer

WCC "Priorities"

- Raising levels of educational attainment
- Caring for Older People
- Pursuing a sustainable environment and economy
- Protecting the community and making Warwickshire a safer place to be

Facilities Management Services Required

Hard FM Services

- Building maintenance
- Grounds maintenance
- Energy and utilities management
- Provision of fixtures and fittings
- Information communications and technology (ICT) infrastructure
- Insurances

Facilities Management Services Required

Soft FM Services

- Cleaning
- Waste disposal
- Security, Health and Safety (H&S) and site supervision
- Catering
- ICT equipment
- Provision of loose furniture

The Scottish Viewpoint

Scottish Councils – are they true FM providers?

- ASSIST FM
- For most part most councils look after: Cleaning, Catering, and Site supervision
- Waste disposal, Security, Health and Safety (H&S) and ICT equipment and provision of loose furniture are controlled by a variety of other managers
- East Dunbarton – Connect Services FM service includes Mail Room/Catering/Cleaning/Janitorial
- Private sector want to add more services

The Scottish Situation

- FM - in the true sense of the word it is being played at.

Why?

- Protective Services
- Budgets
- Lack of knowledge
- Lack of expertise
- Early Days for FM

Every decision in our councils driven by Finance

FM – Where can it go?

- Joint working
- Private initiatives
- LLP

Or we could go the opposite way

- Dumfries & Galloway – splitting FM soft services

- FM as a discipline is a relatively recent phenomenon
- BIFM incorporated in 1993
- FM market £40bn - £95bn per annum
- Financial case must be made
- Skilled workforce need to be in place
- Political will has to be there

Landlords own buildings; tenants occupy them; facilities managers make them work

Maybe we should add:

Without Finance Directors and CEO's supporting the FM Concept, we are never going to see true FM in our councils.



Thank you

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