Head of Strategic FM – Q1 2016-17 Commentary

Activity since last report:

Customer Service Excellence – retaining our accreditation

On 30 September Estates Services FM passed with flying colours our annual re-assessment of this accreditation, achieving compliance plus against three more criteria. The assessor commented that there was ‘strong fresh evidence’ and ‘it is clear that FM has a culture of continuous improvement and seeking best practice’. He summarised the review by saying ‘this is a highly commendable outcome and sets the benchmark for the rest of Estates Services.’

Thank you to all our customers who supported the assessment.

New FM Apprenticeship

On 7 November we welcomed nine new FM apprentices. This is an important milestone in developing new talent. The apprentices will complete a three-week ‘boot camp’ giving them a comprehensive induction and essential training in understanding the university, customer service and health & safety. They will then work across our teams and services over the course of the year, whilst completing a City & Guilds NVQ level 2 in Facilities Management Services and Principles. Two current members of our staff are also completing the NVQ as part of their personal development.

In a time when recruitment is a challenge across Estates Services, this is a proactive response to that challenge. While we hope our apprentices will fill our FM vacancies in the future, they will have the opportunity to specialise in other Estates disciplines – we view this as an important pipeline of new talent.

Week 1 – Apprentice Fire Training
Catering Strategy - update

The ongoing work on catering procurement was presented on 10 November to BESC, who welcomed this as an important development and fully endorsed the work to progress. Thank you to everyone who is supporting this and those who are forming the stakeholder group.

I will continue to update you on progress.

Estates Services Review

The recent review of Estates Services made a recommendation for FM to;

‘Gather evidence on comparisons of cost and feedback on value/quality from departments which have adopted their facilities management (FM) service, or changed to using a preferred supplier, in the last three years. This information should be made available to divisions and departments to ensure they make an informed decision when sourcing their FM.’

We have considered this recommendation carefully. Measuring the value of our service is not just a matter of how much it costs. Professional FM is as much about quality, standards, risk and compliance as it is about saving money. In order to demonstrate how Estates Services FM contributes to the University, we have created case studies highlighting important areas we have addressed and improved. Each case study has a key showing one of the four symbols to help you see at a glance how we have made a difference. We have introduced a new web page, which we will continue to update.

https://www.admin.ox.ac.uk/estates/ourservices/fm/value/

Environmental Sustainability

Systemlink – The Sustainability team are now ready to roll out this new software for energy monitoring and reporting. This will for the first time provide ‘dashboard’ style information linking usage data with billing data. This will allow our FM’s to proactively review and consider with our customers any opportunities to reduce energy and water usage. Systemlink is being rolled out across the University with Estates FM being among the first adopters.
**Green Gown Awards** – Congratulations to the Sustainability team, who on behalf of the University won The Carbon Reduction Green Gown, showing we are leading the way in this sector. This is the first Green Gown Oxford has been awarded.

If you have any questions for me then please do not hesitate to contact me or your Senior Facilities Manager.

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