Head of Strategic FM – Q4 2016 17 Commentary

Activity since last report:

**Implementation Posts and FM Health Check service**

The FM managed service continues to grow and each quarter I update you on new departments adopting our services. In order to resource this growth we have now established two implementation posts to enable a smooth set up of a new service. Toby Christensen, Implementation Manager, and Stephanie Lyon, Implementation Support, are operating in these roles. (This does not affect your costs).

To support our approach to new buildings we have developed an ‘FM Health Check’ which enables us to review current services and practise, including health and safety and building compliance, and produce a report to the department highlighting good practice and identifying risks. Based on this, we determine areas that we need to address when taking on a new service. The Implementation team are then tasked with setting up any documentation, contracts and general service provision in line with our procedures which allows an existing FM team to start providing the FM service as a ‘business as usual’ operation. We have used this approach on a number of new buildings over the last few months, to test and refine it. The approach helps provide a smooth transition to those adopting Estates Services FM.

**New FM Managed Building – Ioannou Centre for Classical and Byzantine Studies**

The Ioannou Centre for Classical and Byzantine Studies is moving under the management of the FM team from the end of September 2017. Toby Christensen and Stephanie Lyon, (who now form our Implementation team as described above) have been supporting the department for several months and the department has now chosen to adopt our service. The building will be managed by Aileen Peverell and her team on the ROQ, due to its geographical location and the provision of services to departments in the Humanities Division.

**New University Catering Contract**

The new contract has now been awarded to Compass Group for 23 cafes and restaurants, as well as to provide hospitality and event catering. The contract will be managed by the FM and Purchasing teams within Estates; it takes effect from 1 October. Detailed discussions are
taking place with key stakeholders for each site to ensure all staff and students receive the appropriate communications at the right time.

The attached link to the video Compass submitted as part of the tender process, will give you a good indication of the service the company will deliver.

[Compass Catering Tender](password is comp)

The ten-year contract was awarded after a comprehensive, robust tender process, with support from departmental stakeholders. The new contract provides an exciting opportunity to deliver significant service, sustainability, financial and compliance benefits. It will also provide departments that opt to use the service with a catering offering that has a consistent identity and character reflecting the first class quality synonymous with the University, whilst enabling them to tailor the service to suit their own particular requirements. Compass will invest in refurbishing departmental facilities in discussion with each department.

There will be a strong focus on healthy eating and sustainability with a commitment to achieve Food for Life accreditation. Our work on sustainable food will continue to evolve over the contract term, working closely with Environmental Sustainability colleagues.

If you have any questions please contact Sally Rutty, FM Contracts Manager. [sally.rutty@admin.ox.ac.uk](mailto:sally.rutty@admin.ox.ac.uk)

**FM Event Venues get Green Tourism Accreditation**

All FM event venues passed the green tourism accreditation assessment on the 19 June 2017. St Luke’s Chapel at the ROQ was awarded gold certification, while William Osler House, the Sheldonian Theatre and the Examination Schools all achieved silver.

Green Tourism is the world’s largest sustainable certification programme of its kind. The venues will seek re-assessment in two years’ time, providing further opportunities to improve their performance. The successful application this summer arose from a collaboration between FM staff and those of Environmental Sustainability.
FM Leadership

After nine years leading the Estates FM service, I will be leaving the University at the end of October. I have been offered and accepted a new role as Head of Estates and Facilities for the Science and Technology Facility Council, based at Rutherford Appleton Laboratory in Harwell, which for me personally is a new and exciting challenge.

I wanted to take this opportunity to thank you for your support in working with me and the team to continuously develop the FM service.

In order to facilitate a smooth handover, Lisa Hofen, Deputy Head of Strategic FM will take over from me from 7 September 2017. Lisa has been employed in the University for 15 years and is a highly experienced and professional FM, and I have every confidence she will continue to work with you to evolve the service.