

Public Sector FM Network

Membership pack 2011–12



The network

Our Facilities Management (FM) Network brings together a diverse blend of individuals and organisations to develop and improve the field of FM. The network also helps members evidence the valuable contribution of the profession in the wider organisational context.

We have over 15 years' experience of working with the public sector and established research credentials which help members to stay at the forefront of developments. The network acts as a driving force to improve FM practice, and this year we're opening up the network to the broader FM community to enable learning to be shared across the diverse fields in which professionals work. This will include healthcare, education, local government, the police and the fire service.

Through a programme of activity including workshops, better practice projects, online forums and our annual FM conference, the network is the ideal platform for exchanging ideas, inspiration, experiences and contacts.

As a result, member organisations can stay up to date with the latest developments and thinking in the field and gain ideas and inspiration for improving their practices. They can access the latest research developments and share experiences and knowledge with people in different areas of the public sector to develop cross-pollination of practices.

Membership of the network is open to all UK public sector organisations, and private organisations that currently provide services within the public sector. Membership is at organisational level, so any staff from a member organisation can attend the workshops and get involved in the wider activity.

Members

We have around 70 member organisations across various disciplines, including the NHS, local government and higher

education, with numerous long-standing members who recognise the value of being part of the network year after year. They include

- Birkbeck College
- Department for Education
- Derbyshire County Council
- Health Estates Facilities Management Association (HefmA)
- Home Office
- Initial Hospital Services
- Lambeth Primary Care Trust
- Manchester Metropolitan University
- Royal Marsden NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- South West Yorkshire MHT
- University College London
- University of Durham
- University of Leicester
- Westminster City Council

The Centre for Facilities Management Development

The network is co-ordinated and facilitated by our Centre for Facilities Management which focuses on developing FM knowledge, people and practice. The centre is at the leading edge of education, training, research and consultancy in this increasingly important area. Its philosophy recognises the influence that FM has on productivity levels, the ability to change and an organisation's potential for continuous success.

For more information about the centre, visit www.shu.ac.uk/cfmd

Membership features

The network's programme includes a number of one day workshops, our annual FM Networks conference, and two related Better Practice projects as detailed below.

Membership of the network entitles organisations to

- 20 delegate places for the workshop programme which can be used as desired (see Appendix A for the programme of workshops)
- participation in two Better Practice projects (benchmarking and case studies)

Members also benefit from

- discounts on tuition fees for our three year part-time MBA in Facilities Management
- access to the FMKX members only area (see www.fmkx.co.uk)
- access to past workshop materials, reports and resources
- access to online events held by the Centre for Facilities Management Development

Around 90% of our workshop sessions were rated as 'useful' or 'very useful' by attendees, with around 80% of attendees finding one or more sessions per workshop 'very useful'.

Workshops

Members can choose from a selection of cross sector and more specialist workshops throughout the year, as identified below.

Cross sector workshop themes

- estates issues
- people/HR issues
- space issues
- value for money issues
- legal and financial issues

Specialist workshop themes

- patient issues (health)
- NHS special initiatives and programmes (health)
- directors' forum
- public-private partnerships forum

The workshops are held in various locations across the UK throughout the year. They involve inspiring guest speakers and facilitated discussions around pertinent FM issues, as well as site visits where appropriate.

Better practice projects

Our better practice projects aim to help members meet the challenges of the current spending climate. Benchmarking, as well as case studies, provides evidence which members can use to make business cases in their own organisations, and also allows them to compare themselves against current best practice.

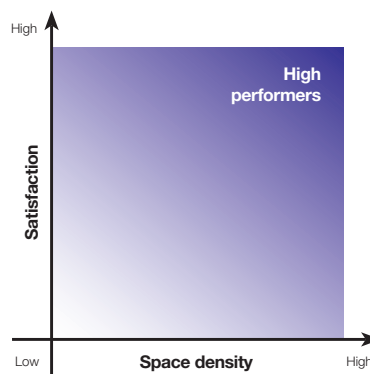
During the year, we will be undertaking a cross sector better practice project and two specialist projects in the form of case studies. In each case, network members will be offered the opportunity to participate, which will feed into the findings and recommendations. These will then be presented to members who will be encouraged to use them within the organisation to help inform future decisions.

Cross sector project

After staff, space is the second highest cost for most organisations. As a result, managing this asset effectively and efficiently is critical for all organisations in the public sector, particularly in the current economic climate.

It is clear that all parts of the sector are facing pressure to reduce facilities costs, especially accommodation overheads. For many organisations this is a significant challenge. In NHS trusts, for example, up to 50% of their space is not patient occupied. Local authorities and higher education institutions have large office portfolios which would need to be reduced and/or used differently in order to make savings.

Work is already underway in this area, and local authorities have been among the leaders in developing more flexible, 'leaner and greener' workspaces.



We have developed and applied a comprehensive office benchmarking tool which assesses such progress and provides simple visual indicators of the performance of an office portfolio.

It compares the net density of the accommodation (corrected for any special uses of a particular building) with staff satisfaction. Buildings that comfortably meet or exceed current government guidelines, and delivering above average satisfaction, are in the top right-hand corner. This is the best practice to strive for.

This year's better practice project will use these models, developed by the government element of the FM Network, and apply them to all member organisations wishing to participate. The findings will then help them to understand how they and other organisations

Centre for Facilities Management

perform in this respect and learn from the better practice within the group. The aim is to help members to make effective use of their business assets. Findings will be anonymised.

Case studies

In addition to the cross sector project, we will be conducting and reporting on a series of case studies where property and facilities innovation is being used to deliver the public sector agenda.

Cases will be chosen that show as many as possible of the following criteria

- significant reductions in building provision
- cross agency thinking and working
- supporting new FM service delivery
- challenging traditional attitudes to property supply

This programme is at the leading edge of FM innovation. As in the early 1990s, there will be individuals and organisations for which the current climate is an opportunity. We wish to capture the lessons learnt.

FM KX

Network members will have access to restricted areas on our Facilities Management Knowledge Exchange (FMKX). This is an online community for FM professionals that brings together private and public sector practitioners, the centre's alumni, students and leading academics, and researchers in facilities management.

FMKX provides a platform for sharing knowledge, information, best practice and experience to help facilities managers develop better ways of working.

The members only area of the site is password protected and only network members have access. Key features include

- a library containing useful documents, articles and reports
- an events calendar detailing forthcoming public sector network and professional development events
- a discussion area where you can share issues and seek advice from other FM professionals
- case studies highlighting how others have addressed common challenges
- presentations from the latest network workshops
- the latest research reports
- a contactable members' directory providing information for FMKX members who are willing to be contacted for advice



Annual conference

Members may use some of their allocated delegate places at our annual FM conference.

The conference promises thought-provoking debate around topical issues that are pertinent to the development and success of the profession. It is predominantly attended by our network members but is also open to non-members in the wider FM community.

The 2011 theme will centre on making FM relationships work, which follows on from the 2010 conference. At last year's event, one of our speakers – Paul Crilly, deputy chairman of Reliance Facilities Management – highlighted the difficulties in suppliers achieving customers' goals when relationships are based on only half of the picture. Paul advised that to get maximum results, organisations should work together to address challenges, rather than commission prescriptive projects that set the 'how'.

This situation is typical of client-supplier relationships, but can equally apply to all partnerships.

We'll have several guest speakers from the profession with relevant expertise and experience, and workshops that enable delegates to explore ideas or challenges they have in this area.

Previous conference themes have included managing change in times of uncertainty and FM and sustainability.

Membership

To become a member of the Network, the organisation pays an annual fee. The membership covers all employees of the organisation, and delegate places for events can be distributed amongst employees as desired.

All correspondence regarding the network will be directed through one main contact. This person is then responsible for distributing the information to the relevant staff. If required, we can add extra staff within your organisation to this distribution list so that they can receive updates and invitations to workshops directly.

Workshop events are open to members only, however attendance can be arranged for enquirers. For a non-member organisation interested in joining, a taster session can be agreed at the special rate of £150 per delegate for one workshop only. If the organisation subsequently joins the network in the same programme year, this will be deducted from the full annual membership fee.

Private sector organisations wishing to join should download the membership pack supplement for such organisations.

Membership fee

The current annual membership fee for average sized public sector organisations is £3,000. Please contact us to find out the fee for your organisation.

How to join

Becoming a member is simple. A senior manager in your organisation needs to complete a membership form, either online or submitted by post, fax or email (see contact details below). A purchase order number will be needed when completing the form.

The named person will then be invoiced by us.

As soon as payment has been made, your membership will be confirmed and you will begin to receive invitations to workshops. You will also be able to register on FMKX and gain access to the members' only area of the site.

Contact us

For further information about the Public Sector FM Network, please contact a member of the FM Network team

Helen Agahi – direct line 0114 225 4029

Liz Clark – direct line 0114 225 4168

Fides Matzdorf – direct line 0114 225 3892

Centre for Facilities Management
Development
Sheffield Business School
Sheffield Hallam University
Stoddart Building, Room 7242
City Campus
Sheffield, S1 1WB

Fax 0114 225 4038

Email fm.net@shu.ac.uk

www.fmkx.co.uk/public-sector-networks

Appendix A – workshop programme

5 May 2011 1. Estates and space: the dawn of a new ‘space age’?

May include • obsolescence and legacy • workplace strategies • engaging local authorities in space planning • shared estates • better use of common areas • techniques for ‘shrinking’ space • better use of condition surveys

The Source, Meadowhall, Sheffield

16 Jun 2011 2. Patient issues (health focus)

Content to be confirmed

ECHQ, London

12 Jul 2011 3. Value for money – getting and delivering more for less?

May include • outsourcing vs in house: better value, quality, cost, bundle of services, and specifications • corporate procurement • internal recharging • KPIs, benchmarking, efficiency plans, monitoring systems – do they enhance productivity?

ECHQ, London

8 Sept 2011 4. FM Network annual conference

May include • better ways of working partnerships • successful HR-FM integrated relationship • contractor or partner? • managing customer relationships • what works better – trust or control?

Sheffield Business School, Sheffield

4 Oct 2011 5. People, performance and change

May include • dealing with reduced staffing and budget cuts • service delivery models • merging FM services • matrix management • giving ‘teeth’ to FM • top level strategy and culture • HR issues: staff development, succession planning, change to contracts, agenda for change (NHS) • flexible working

ECHQ, London

8 Nov 2011 6. [Title tbc] (government focus)

Content to be confirmed

Novotel, Sheffield

8 Dec 2011 7. Sustainability issues: extra cost or savings?

May include • reducing carbon – new ideas? • what does a low carbon economy look like in FM? • sustainable buildings: occupy, renovate, and manage • transport, energy and waste issues • managing customer and staff expectations

The Source, Meadowhall, Sheffield

20 Jan 2012 8. NHS special initiatives (Health focus)

Content to be confirmed

The Source, Meadowhall, Sheffield

28 Feb 2012 9. Legal and financial issues and end of year review

May include: outsourcing issues • landlord and tenant • risk registers • recording legal compliance • business continuity • shared services – tax implications • frameworks • permits to work • implementation of property vehicles (GPU?)

Novotel, Sheffield