



MANCHESTER
CITY COUNCIL

Corporate FM @ Manchester City Council

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Corporate FM.

Agenda.

- History of FM in Manchester City Council
- Key drivers for change
- Challenges
- Benefits of a centralised service
- The future plans for FM

History.

- 2011 – Controlled at directorate level.
Lack of strategic control.
Excessive use of suppliers.
Lack of departmental synergy.
High service delivery cost.
- 2012 – Organisational 5 year plan.
Efficiencies from 3rd parties.
Benchmarking.
Independent review from professional bodies.

History.

- 2014 – Head of FM appointed.
Soft Launch April 2014.
Challenged with creating FM structure.
Management Redesign completed.
Centralisation of budgets & operational staff.
Partnership working with contractors.
£1,500,000 savings to be made.

Key drivers for change.

Corporate Drivers.

- Challenging times for public services.
- Provide a consistent service delivery to all service users, meeting customer expectations.
- Clear financial management and reporting procedures.
- Provide clear FM service specifications & communicate these clearly to the users.

Key drivers for change.

Local drivers.

- Opportunity for staff to increase knowledge base and work experience.
- Clear lines of accountability for team members and management.
- Strategic contract management.
- Introduction of IT solutions to deliver efficiency.

Challenges.

- Clear definition of scope and budgets.
- Changing cultures.
- Driving the client.
- Embracing technology.
- Managing customer expectation.

Benefits of CFM.

- Single staffing structure, comprising of generic roles and a multi-skilled team.
- £1,500,000 savings on a budget envelope of £8m.
- Simplified process through the use of a centralised FM Helpdesk.
- Co-locating with main contractors, thus improving working relationships.

Future plans for CFM.

- Mobile working and hand held technology.
- Review of PPM processes.
- Re-procurement of main contractors.
- Proposed major works at the Town Hall.
- Review of the asset management plan.

Questions.

Questions?

