

## Barometer Report for the facilities management sector

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The Barometer survey is used to gain on-going comparable data from organisations within the Asset Skills footprint every six months. The information below is from the 43 participating facilities management organisations.

### Current challenges

#### Staffing

- ~ Delivering training within budget and retaining trained staff.
- ~ Developing knowledge of new areas of facilities management and up skilling the workforce.

#### Internal Issues

- ~ Communication issues for speakers of other languages.

#### Market Share

- ~ Difficulty attracting new customers & achieving sales targets due to the recession.
- ~ Delivering value for money and maintaining standards.

#### Legislation

- ~ Addressing new health and safety legislation.

#### Skills and training

- ~ A shortage of higher level mechanical and technical skills.

### Emerging challenges

Challenges which have emerged from re-interviewed companies include:

#### Economy

- ~ Dealing with the recession and cuts in budgets.

#### Skills and training

- ~ Ensuring that staff have access to sufficient training opportunities.
- ~ Keeping up to date with skills development.

#### Financial

- ~ Offering a valuable service whilst making a profit.

#### Staffing

- ~ Retaining staff & dealing with business restructure.

#### Sustainability

- ~ Environmental legislation is expected.

#### The next 3 years growth expectations:

**Rapid** - 15% of companies (down from 19% in the last survey)

**Moderate** - 59% of companies (down from 63% previously)

**Stay the same** - 22% of companies (13% in the last survey)

\*4% of companies expect to decrease in size.

#### Change in employee numbers in the last 6 months:

Staff numbers have increased in 33% of companies and decreased in 40%.

In 27% of companies staff levels remained steady.

### Current business performance (mean score)

|          | Optimism | Effectiveness | Profitability | Productivity | Staff morale | Costs   |             |
|----------|----------|---------------|---------------|--------------|--------------|---------|-------------|
|          |          |               |               |              |              | Running | Recruitment |
| Oct 2009 | 7.0      | 7.3           | 7.0           | 7.5          | 6.5          | 6.1     | 5.9         |
| May 2009 | 6.5      | 6.4           | 6.9           | 8.6          | 6.7          | 5.6     | 5.7         |
| Change   | +0.5     | +0.9          | +0.1          | -1.1         | -0.2         | +0.5    | +0.2        |

See overleaf for explanation

### Changing skills needs:

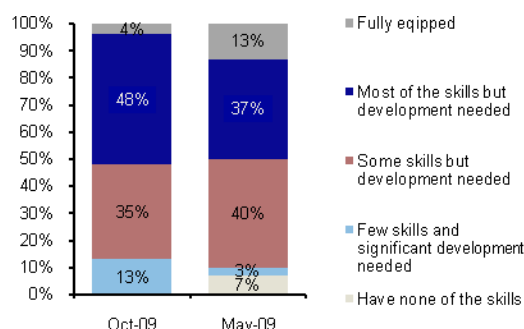
Nearly 50% of companies need skills which their staff do not currently have, these include:

- ~ A wider knowledge of /focus on health & safety.
- ~ Development of energy management skills.
- ~ Restructuring has led to a need for cross-skilling.
- ~ New IT system training.

**35% of companies are planning to expand into new areas of activity.**

**Only 18% believe that their staff do not have the current skills and knowledge to undertake this.**

The extent to which new employee's are job ready...



| Training in:              | % of companies | Qualifications achieved |
|---------------------------|----------------|-------------------------|
| Leadership and Management | 61%            | 38%                     |
| Technical training        | 75%            | 63%                     |
| Supervisory               | 57%            | 40%                     |
| Entry level               | 64%            | 30%                     |
| Literacy, numeracy & ICT  | 57%            | 50%                     |

Note: The sum of the numbers in the above table may exceed 100%

Compared to 12 months ago 34% of companies have spent more time on training, however just 11% have spent more money. A significant proportion of companies (43%) feel that the level of investment has remained about the same.

For more information contact the Research Department on 01604 233 336

## Current Business Performance explained

The questions within this table use a scoring system of 1-10 (1 being extremely pessimistic to 10 being extremely optimistic).

- Private companies are asked how optimistic they feel based on their current business opportunities
- Not for profit organisations are asked to rate their effectiveness in being able to respond to their national and/or regional agenda

All companies are asked how they would rate their performance over the last 6 months compared to a year ago in terms of:

- Profitability; productivity; staff morale; running costs and recruitment costs.

The scale of 1-10 is used with 1 being extremely poor to 10 being extremely positive.

An increase in optimism, effectiveness, profitability; productivity and staff morale is positive.

An increase in running costs and recruitment costs is a negative effect on the company.