

Summary of Report 2009/2010

The Network was set up in 2001 and will now be entering its 10th year. The Network includes major service providers and facilities managers from a wide spectrum of private and public sectors including Healthcare, Local authorities, Financial Institutions, Manufacturing and Education.

The Network provides a tangible source of information enabling building operators and service providers to evaluate their performance against their peers.

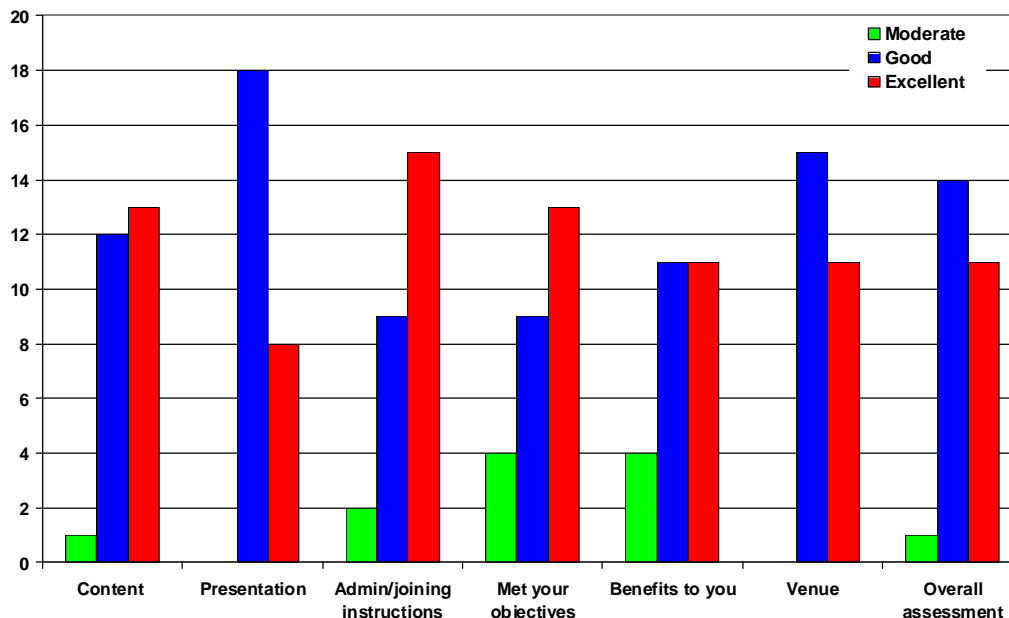
Benchmarking allows you to identify areas where you can:

- Reduce costs
- Improve efficiency
- Improve service and customer satisfaction
- Save energy

It is important to keep up to date with the latest industry thinking. The Network offers regular topical events during the year to its members through seminars, special interest groups and a webinar. Requests for information during the year are researched and in some circumstances initiate bespoke work for network members.

This year has been economically hard-hitting for the Industry. The Network whole-heartedly recognises this and has endeavoured to supply its members with a supportive resource not widely available outside the network.

The graph below details the feedback from the Energy Accountability seminar. The event was held at The Commonwealth Club London. Most delegates thought that the presentations had met their objectives and had been of benefit to them. Presentations from all the seminars are available for Network members to access in the resource share area of the BSRIA website

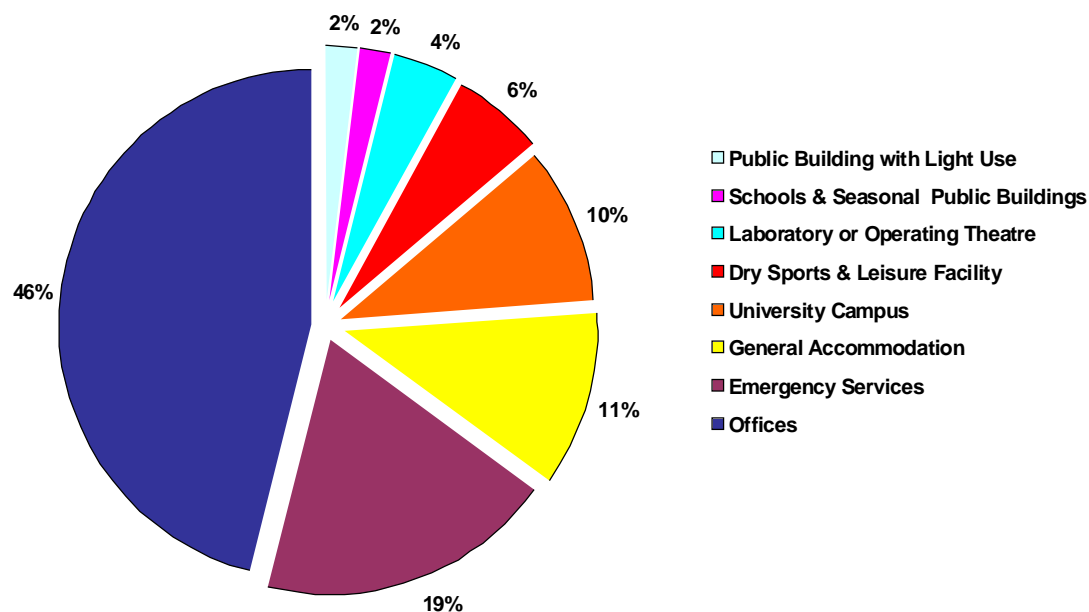


Operational data

The Operational data is split into four sections; these are:

- General building information
- Maintenance performance & costs
- Soft Services
- Energy

The Network queries the main function of the facility being benchmarked. Almost half the responses are Offices, which as in previous years dominate the data submitted. We use the same function titles as CIBSE TM46 energy benchmarks.



Maintenance

There are many influences that can affect the cost of maintenance delivery. This section is aimed at enabling members to understand the trends for resourcing of maintenance teams.

In previous reports it has become clear that the resourcing of maintenance teams is changing. This trend has continued this year with a further decline of those having minimal or no in house management and all operatives outsourced to either single or multiple subcontractors.

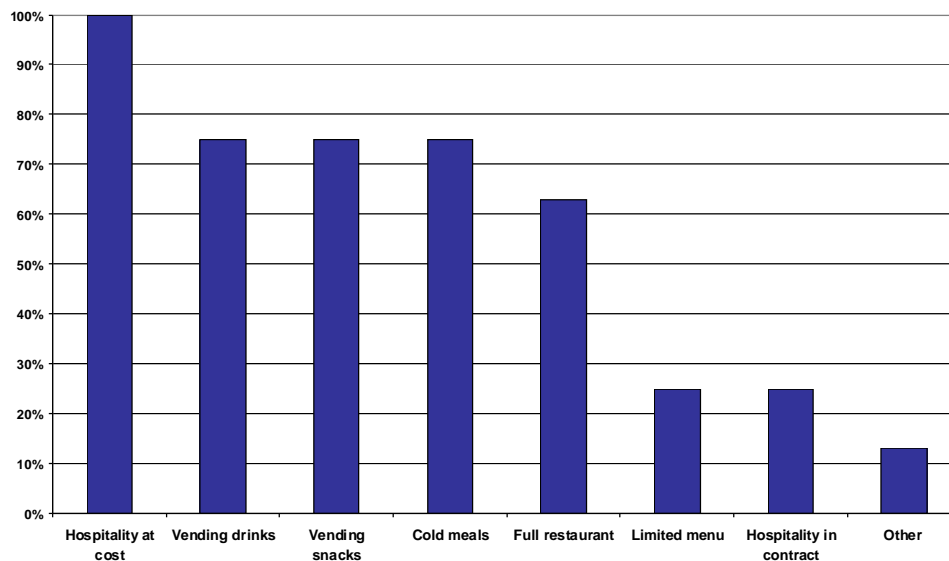
Total maintenance costs incorporate all costs for mechanical and electrical services, fabric, maintenance team costs (including wages), and maintenance contracts, spares, materials and repairs (not including project work from capital expenditure). An average across all the data sets for total maintenance costs per m² is £13.27.

Soft Services

There are three elements reported in this section.

- Catering
- Cleaning
- Security

The range of activities required by the building operator within these elements has an impact on the service costs. The table below shows the catering options members procured.



The cleaning contract costs include staff, materials and subcontractors such as window cleaning. The majority of cleaning contracts were outsourced. The average cost of cleaning across all the facilities is £11.41 per m² GIA.

The security cost data replies were almost double last year. Nearly all respondents indicated their security was outsourced. The average cost of security across all the facilities is £12.73 per m² GIA.

Energy

Energy is of enormous concern to everyone. Our industry is endeavouring to reduce energy consumption wherever possible and facilities managers are examining their energy bills more closely. Even though energy reducing measures can be enforced, it is not necessarily a guarantee that costs will come down. Therefore, there has never been a more important time to make sure that the energy used is managed effectively in order to validate budgets.

The average cost of the electricity across all the facilities is £14.40 per m² GIA, with the average consumption at 169.07kWh/m² GIA.

The Networks benchmarks for 2008 were compared with CIBSE TM46 energy benchmarks for each of the building types. Last year we documented that TM46 benchmarks for offices were significantly different from the Networks due to TM46 benchmark being based on a naturally ventilated building.

Building function	TM46 Electricity kWh/m ²	Networks Electricity kWh/m ² 2008	TM46 Fossil fuel kWh/m ²	Networks Fossil fuel kWh/m ² 2008
Offices	95	>95	120	>120
Emergency Services	70	<70	390	<390
Laboratory or OT	160	>160	160	~160
PB with Light Use	20	>20	105	<105
University Campus	80	>80	240	~240
General Accommodation	60	>60	300	<300
Schools & Seasonal PB	40	>40	150	<150
Dry Sports & LF	95	<95	330	>330

Forthcoming Events

The Benchmarking Network membership includes free attendance to seminars throughout the year. Through the seminars we endeavour to promote best practice and continue to challenge the way in which facilities services are delivered.

We encourage Network members to present at the events should they so wish, similarly if there is a subject members would like to see covered at the events, please contact the Network Co-ordinator, Tracey Tilbry.

As a trial this year, we have been hosting seminars on a Friday rather than a Thursday. Members have commented to us that this is preferable, so this will be continued this year.

Date	Event
Friday 16th July 2010 Venue: The Savoy Place, London	Legislation Compliance Focusing on the compliance issues that affect building owner/operators.
Friday 12th November 2010 TBA, London	Energy Issues topical at the time of the event including the Networks Energy Survey Update.
February 2011 Webinar	Topical subject at the time to be decided by the network members.
Friday 22nd April 2011 TBA, London	Topical subject & Benchmarking data Topical presentations plus Benchmarking Network data.