

TEAM OF THE YEAR

Kieron O'Leary

... is VINCI Facilities account director for the London Stadium



We are an efficient and happy team, resulting in customers having a memorable experience while at the same time ensuring value for money for services provided.

Winning the award has been great. The team has been recognised for their excellent work at the country's busiest multi-use stadium. It has also been a morale booster and incentivised us to always strive for improvement and excellence, which results in better customer service.

The award has also provided a formal, external, professional and objective recognition from our peers, recognising our commitment to customer service, quality service and our commitment to a great employee experience to ensure it is the place of choice to work.

But our customers ultimately remain the true judges of the quality service we provide and this is confirmed in the letters of appreciation that we receive and the awards won by the stadium.

WHAT

Vinci Facilities was the winner of the Highly Commended Award for Team of the Year at the BIFM Awards 2018 (now the IWFM Awards) for successfully running a contract at a fully active sports and events arena.

MY ROLE

I am responsible for the delivery of the FM services – M&E, cleaning, waste, helpdesk, reception, small projects – at the London Stadium, including providing support for all events (football, rugby, concerts and athletics).

THE IMPACT

This stadium won the Live Music Business Awards Best Venue Teamwork in 2018 and we receive consistently high scores in mystery shopper audits by third parties. But we are always striving for improvements, acknowledging feedback and looking at leaner ways of delivering the services.

WHAT'S NEXT?

We are preparing for concerts and Major League Baseball (MLB) coming to the stadium in June. It's the first time that MLB will be played in Europe, so it is a massive privilege to be part of such a historic, high-profile event.

And, of course, winning the Team of the Year Award at the IWFM Awards in October this year.

FACILITAKES

Each month we feature thoughts from, or debates involving IWFM members. Whether you're responding to hot topics or explaining your volunteering activity, your views can appear here.

SOCIAL VALUE

WHAT'S THE MOST IMPORTANT SOCIAL VALUE METRIC?



MICK ANDERSON
deputy chair of IWFM North East region

Social value can mean different things to different people but it's important to choose a few key areas to focus on. An obvious starting point is with local employment and training schemes such as apprenticeships and getting people such as ex-Forces into work. They're easy to measure and straightforward to implement.

You can count how many people have gone through an apprenticeship scheme over a certain period of time, annually or after five years, for example, as well as work out the percentage of staff that are employed within a 2 or 3 or 5-mile radius. The broader social benefits of boosted local economy may be harder to link to the actions of individual companies or projects, but it will all help to add social value.



IAN FIELDER
chair of IWFM South Region

The single most important metric to efficiently measure social value is to consider the impact and difference an organisation makes (or plans to) to people, society, economy and the environment.

This is done most effectively through feedback to help evaluate and measure everything that helps us to know better the impact an organisation is having. Measuring through feedback drives the effectiveness, efficiency, quality, value and results in getting support for more funds, volunteers and recognition.

However, whatever metrics are used, the key to measuring social value is to effectively communicate the purpose and actual impact to those receiving the service.



PAULINE SIMPKINS
chair of IWFM South West Region

The simple answer to this is there isn't one single most important metric. As varied as social values are, metrics are too, so it depends on the type of social value that one aspires to deliver.

Some sectors measure social return on investment where long-term savings, usually to the public purse, are mitigated by more immediate investment, perhaps as a preventative measure.

But is it better to profoundly improve the life of one person or to marginally improve the lives of 10 people? It all comes back to clearly defining what the true value to society is in the first place.

CALLS TO ACTION

Events, activities and publications worthy of your attention



INDUSTRY WIDE

Workplace Trends Research Spring Summit

21 March – British Library, London

Conference comprising research and case studies chosen for their usefulness and topicality.

▶ workplacetrends.co/research-spring-summit

Managing Mental Health in the Workplace

26 March – London

Focus on how good employee mental health can affect organisational success and sustainability. Strategies to help employees to achieve mental well-being will be explored.

▶ tinyurl.com/FACMANO203

Future of Workplace Live

4 April – London

Future of Work Live connects industry experts with business leaders to debate the future of the workplace.

▶ tinyurl.com/FACMAGO201

The Facilities Event

9-11 April – NEC, Birmingham

Exhibition and conference for facilities managers.

▶ facilitiesevents.com/fm-home

The Design & Management of Learning Environments

16 May 2019 – London

Conference covering best practice for education environments.

▶ hello@workplacetrends.co.uk



IWFM REGIONS

• LONDON

IWFM London Region Conference

14 March – Art Deco Freemasons Hall

Event with the theme 'FM as a Disruptor'.

▶ tinyurl.com/FacMagLRC

DATE FOR YOUR DIARY

IWFM CONFERENCE 2019

24 APRIL – London, St.Paul's

April will see the first IWFM National Conference take place in London. This new national summit for the profession replaces ThinkFM and is aimed at workplace and facilities practitioners at any stage of their career journey. IWFM's flagship conference will provide industry members with insight, inspiration and skills needed to succeed, and help to confirm the workplace and facilities management function as core to the business operation. Read our feature section (p17-30) to explore some of the conference themes.

▶ iwfm.org.uk/Events/IWFM-Conference

• NORTH

North Region Charity Ball 2019

4 July – Hilton Hotel, Manchester

Black-tie social event attended by 400 workplace and facilities management professionals. Tickets include a three-course meal, live music, entertainment, charity raffle and a DJ.

▶ sarahmarles123@gmail.com
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▶ tinyurl.com/FacMagNRCB

• SOUTH WEST

FM and Social Value

20 March – University of the West of England

Event focuses on the relationship between facilities management and social value, which is defined to encompass people, sustainability, community and charity, diversity and well-being.

▶ tinyurl.com/FacMagO3-Social-Value

FM and Social Value

26 June – University of the West of England

Focus on cleaning and security, managing people and catering in different types of contracts, as well as best practice for contract management and procurement.

▶ tinyurl.com/FacMagO3-Soft-FM



IWFM ACADEMY CLASSES

Operational Space Planning

13-14 March – London

Optimising space to save money, improve customer experience and increase efficiency.

▶ tinyurl.com/yclfbav

Improving the Customer Experience

19 March – London

Improving your customer's experience and creating an advocate out of every customer.

▶ tinyurl.com/y7v6jf67

Managing Building Services

25-26 March – London

Reducing risk and improving the management of building services.

▶ tinyurl.com/y9nndlb

IOSH Managing Safely

1-3 April – London

Practical actions you can take to handle health and safety within your team.

▶ tinyurl.com/y8ka8olw

Facilities Management Strategy

25-26 April – London

Strengthen your strategic skills and give your business a competitive advantage.

▶ tinyurl.com/ybj9rw3m

Managing Security and Protecting Your Assets

22-23 May – London

Explains how security is breached and ways you can mitigate that risk.

▶ tinyurl.com/y784ol6l

IOSH Working Safely

11 June – London

A full understanding of your personal health and safety responsibilities in the workplace.

▶ tinyurl.com/y98ty5rc

Maximising Value from your FM Data to Encourage Lean Principles

24-25 June – London

Turn data into insight and use quality/lean management to create more value from less.

▶ tinyurl.com/yanophss



IWFM ACADEMY ONLINE

Innovation

CPD Hours: 4

How to generate innovative ideas, select them and manage risk when applying them.

▶ tinyurl.com/y929rjj6

Presentation Skills

CPD Hours: 4

How to manage your nerves and hold a room with an informative presentation.

▶ tinyurl.com/yc7jab3t

Introduction to Facilities Management

CPD Hours: 6

Gain a basic understanding of the profession to see whether you want to proceed further.

▶ tinyurl.com/y7aqowwo

Managing Workload

CPD Hours: 6

How to manage your workload effectively.

▶ tinyurl.com/yatgz43b