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IMPACT ON SOCIAL VALUE

Victoria Hughes

... is business responsibility director at Vinci Facilities



- Embedded social value through delivery of the contract (providing jobs, training and apprenticeships); and
- Additional social value created through a range of socially and environmentally focused activities such as working with community and charitable groups, VCSEs, local, micro and SMEs and wider sustainable procurement.

USING OUR FRAMEWORK, WE HAVE:

- Delivered £600,000 of social value in 2018, up 396 per cent since 2015 (the year before our framework);
- Employed 500 apprentices for our Sandwell Housing framework;
- Provided work experience for college students and job interview coaching for 200 students from ACE Academy in Tipton;
- Collaborated with our supply chain to provide £70,000 of improvements to the 'Arc' community centre; and
- Raised £10,500 for St Christopher's Hospice in London.

WHAT'S NEXT?

We aim to increase the social value we deliver and share best practice knowledge – at industry events, in publications, and supporting other organisations – to drive change in the sector. We are also determining how to accredit our framework. The desired outcome would see Social Value UK conduct an audit of our framework to verify that we adhere to its social value principles.

WHAT

Selected as a finalist in the IWFM Awards 2019 in the Impact on Society and Social Value category for our work on building a best practice social value framework to serve the communities in which we operate.

OUR ROLE

We wanted to build a framework that Vinci Facilities could use to accurately, adequately and credibly demonstrate the social value that we create – in line with the demands of the Public Services (Social Value) Act 2012.

We had a head start, having partnered with Social Value UK in 2016 to become the first FM provider to develop a bespoke social value framework that reflected our activities.

THE IMPACT

The framework incorporates two of the most important strands of social value:

VIEWPOINT

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

YEMI AKINWONMI IS HEAD OF ASSET PERFORMANCE AND OPTIMISATION AT JLL

EMBRACE TECH, BE CURIOUS

Technology has never been more central to our daily conversations – and to enabling them. It has kept us informed, connected and working through the Covid-19 crisis, and will be a crucial feature of the recovery to come, from overcoming the virus to helping organisations enact and adapt to change.

In fact, many believe – and hope – this will kick-start a technology-driven revolution that fundamentally changes the ways we live and work. What better time to join the IWFM Technology SIG and become part of a forward-thinking group devoted to learning, discussion, collaboration and research on this exciting subject?

Looking beyond Covid-19, technology is perhaps the most important and interesting trend affecting our profession. It is the greatest enabler of the work we do as workplace and facilities management practitioners, and this is no more evident than when we look at smart buildings.

Contrary to popular belief, it is becoming more apparent that FM is really a 'people business'.

Just as physical assets and workplaces are centred on the people who occupy them, similarly, smart building technology is less about technology and more about people. As such, whilst the rapid adoption of smart technologies should drive asset performance and optimisation, at its core is the health, safety, wellbeing and overall satisfaction of the end user – simply put, the customer experience.

My take on the smart building of the future is one that is people-led, data-driven, and technology-enabled. Technology driving data; data driving insights; insights driving people-focused decisions.

The future of FM belongs to those who make the most of 'people intelligence' from their assets, irrespective of how cutting-edge the technology is.

Technology alone doesn't make buildings smart. Consequently, the key skill set that will always be relevant is nurturing curiosity, so that we can always

have options to appraise and propose solutions that can drive innovation in the industry, within and outside of a crisis like Covid-19.

But maybe you have a different take? Or perhaps you have something to add? Join our group and become part of the discussion by visiting: www.iwfm.org.uk/community/technology.html

