

**WRITTEN QUESTION TO THE MINISTER FOR INFRASTRUCTURE  
BY DEPUTY M.R. SCOTT OF ST. BRELADE  
QUESTION SUBMITTED ON MONDAY 4th DECEMBER 2023  
ANSWER TO BE TABLED ON MONDAY 11th DECEMBER 2023**

**Question**

“Further to [R.170/2023](#), and the establishment of a consolidated Soft Facilities Management (SFM) team under the Cabinet Office, will the Minister advise what consideration, if any, has been given to integrating this team with the existing Government Hard Facilities Management (HFM) function; and what efficiencies and holistic approach to facilities management could be gained by such a transfer?”

**Answer**

Soft Facilities Management (Soft FM) and Hard Facilities Management (Hard FM) represent two distinct aspects of overall facilities management.

Jersey Property Holdings are configured for and responsible for Hard FM across the entire public estate. The remit is considerable, comprising responsibility for the physical infrastructure and fabric of the premises and it was concluded at an early stage that there was no significant benefit to combining the two.

The Cabinet Office have taken on the responsibility of Soft FM across some of the Government’s shared buildings. Others, such as Philip Le Feuvre House, remain the sole responsibility of Customer & Local Services.

1. Different Skill Sets and Expertise:
  - Soft Facilities Management:
    - Involves managing non-physical assets and services.
    - Requires skills in relationship management, communication, and coordination.
    - Encompasses areas like internal cleaning and hygiene services, security, and health and safety.
  - Hard Facilities Management:
    - Deals with the physical infrastructure and assets of a facility.
    - Requires technical expertise in areas such as engineering, maintenance, and equipment operation.
    - Encompasses activities like HVAC maintenance, plumbing, electrical systems, and structural maintenance.
2. Vendor Specialisation:
  - Soft facilities management services are often outsourced to specialised vendors with expertise in areas like cleaning or security.
  - Hard facilities management may involve in-house teams or specialised contractors for tasks requiring technical know-how.
3. Budgeting and Resource Allocation:
  - Soft services and hard services often have different budgetary considerations.
  - Separating them allows for more precise budgeting and resource allocation, ensuring that both aspects receive the attention and funding they require.

4. Regulatory Compliance:

- Soft facilities management often involves compliance with regulations related to health, safety, and environmental standards.
- Hard facilities management deals with compliance in areas such as building codes, regulatory and statutory testing and compliance and equipment safety standards.

5. Efficiency and Focus:

- Separation allows each department to focus on its core functions, improving efficiency.
- Soft facilities management can concentrate on enhancing employee experience and well-being, while hard facilities management can focus on maintaining and optimizing physical infrastructure.

By separating soft and hard facilities management, we can tailor our strategies, teams, and resources to the unique demands of each aspect, ultimately contributing to a more efficient and effective overall facilities management service.