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Table 1

Which of the following best describes your employer?

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	866	190	627	356	494	583	234	49	126	218	440	52	303	227	276
I work for an FM service provider (this includes provision of single services i.e. catering, cleaning, security)	190 22%	190 +100% a	0 -0% b	52 -15% c	134 +27% d	190 +33% e	0 -0% f	9 18% g	23 18% h	29 -13% i	117 +27% j	15 29% k	53 -17% l	51 22% m	71 26% n
I work client-side in a private sector organisation	393 45%	0 -0% a	393 +63% b	182 +51% c	206 -42% d	393 +67% e	0 -0% f	24 49% g	71 +56% h	134 +61% i	158 -36% j	21 40% k	129 43% l	105 46% m	137 50% n
I work client-side in a public-sector organisation	234 27%	0 -0% a	234 +37% b	101 28% c	127 26% d	0 -0% e	234 +100% f	5 -10% g	19 -15% h	43 -20% i	158 +36% j	12 23% k	102 +34% l	60 26% m	56 -20% n
Other	49 6%	0 -0% a	0 -0% b	21 6% c	27 5% d	0 -0% e	0 -0% f	11 +22% g	13 +10% h	12 6% i	7 -2% j	4 8% k	19 6% l	11 5% m	12 4% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 1 (continuation)

Which of the following best describes your employer?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	866	32	231	597	75	108	453	131	11	2	30	48	599	250
I work for an FM service provider (this includes provision of single services i.e. catering, cleaning, security)	190 22%	5 16%	47 20%	138 23%	15 20%	23 21%	94 21%	27 21%	0 0%	0 0%	17 +57% j	13 27%	142 24%	44 -18% m
I work client-side in a private sector organisation	393 45%	12 38%	108 47%	272 46%	37 49%	49 45%	209 46%	50 38%	8 73%	2 100%	9 30%	24 50%	265 44%	123 49%
I work client-side in a public-sector organisation	234 27%	12 38%	65 28%	156 26%	18 24%	30 28%	123 27%	46 +35% g	2 18%	0 0%	4 13%	10 21%	154 26%	74 30%
Other	49 6%	3 9%	11 5%	31 5%	5 7%	6 6%	27 6%	8 6%	1 9%	0 0%	0 0%	1 2%	38 6%	9 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 1 (continuation)

Which of the following best describes your employer?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	866	97	565	203	785	60	717	7	49	16	423	152	104	52
I work for an FM service provider (this includes provision of single services i.e. catering, cleaning, security)	190 22%	17 18%	130 23%	43 21%	171 22%	14 23%	160 22%	0 0%	11 22%	0 0%	85 20%	35 23%	27 26%	14 27%
I work client-side in a private sector organisation	393 45%	55 +57% a	262 46%	76 -37% c	358 46%	25 42%	335 47%	2 29%	15 -31% h	7 44%	212 +50% j	65 43%	43 41%	26 50%
I work client-side in a public-sector organisation	234 27%	23 24%	147 26%	64 32%	214 27%	15 25%	186 26%	5 71%	18 37%	7 44%	100 -24% j	47 31%	30 29%	10 19%
Other	49 6%	2 2%	26 5%	20 +10% c	42 5%	6 10%	36 5%	0 0%	5 10%	2 13%	26 6%	5 3%	4 4%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 1 (continuation)

Which of the following best describes your employer?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	866	800	11	559	473	337	370	233	370
I work for an FM service provider (this includes provision of single services i.e. catering, cleaning, security)	190 22%	179 22%	2 18%	127 23%	104 22%	72 21%	103 +28% f	67 +29% g	95 +26% h
I work client-side in a private sector organisation	393 45%	357 45%	8 73%	249 45%	210 44%	137 -41% e	134 -36% f	91 -39% g	154 42%
I work client-side in a public-sector organisation	234 27%	223 +28% a	0 0%	155 28%	137 29%	111 +33% e	120 +32% f	69 30%	107 29%
Other	49 6%	41 -5% a	1 9%	28 5%	22 5%	17 5%	13 -4% f	6 -3% g	14 -4% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 1 (continuation)

Which of the following best describes your employer?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	866	205	284	104	89	93	33	133	82	3	432	623	788	46
I work for an FM service provider (this includes provision of single services i.e. catering, cleaning, security)	190 22%	42 20%	61 21%	19 18%	25 28%	19 20%	10 30%	30 23%	14 17%	0 0%	90 21%	135 22%	168 21%	12 26%
I work client-side in a private sector organisation	393 45%	80 -39% a	124 44%	39 38%	32 36%	39 42%	10 30%	67 50%	34 41%	1 33%	191 44%	278 45%	356 45%	23 50%
I work client-side in a public-sector organisation	234 27%	68 +33% a	83 29%	37 +36% c	29 33%	27 29%	12 36%	32 24%	29 35%	2 67%	125 29%	173 28%	217 28%	11 24%
Other	49 6%	15 7%	16 6%	9 9%	3 3%	8 9%	1 3%	4 3%	5 6%	0 0%	26 6%	37 6%	47 6%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 2

Which of the following best describes your function?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	850	186	616	356	494	574	228	48	123	215	431	52	294	222	274
CEO/MD	15 2%	6 3%	4 -1% b	0 -0% c	15 +3% d	9 2%	1 *%	6 +13% g	4 3%	1 *%	3 -1% j	2 4%	2 1%	2 1%	9 +3% n
Director	103 12%	29 16%	67 11%	0 -0% c	103 +21% d	72 13%	24 11%	9 19%	15 12%	24 11%	52 12%	1 -2% k	2 -1% l	9 -4% m	91 +33% n
Head of Workplace/FM	192 23%	27 -15% a	155 +25% b	192 +54% c	0 -0% d	130 23%	52 23%	10 21%	34 28%	63 +29% i	79 -18% j	4 -8% k	38 -13% l	58 26%	90 +33% n
Business development/sales	6 1%	5 +3% a	1 -*% b	0 -0% c	6 +1% d	6 1%	0 0%	2 +4% g	0 0%	1 *%	3 1%	1 2%	1 *%	0 0%	4 1%
Regional or multi-site manager	219 26%	62 +33% a	153 25% b	0 -0% c	219 +44% d	156 27%	59 26%	2 -4% g	24 20%	47 22%	139 +32% j	4 -8% k	101 +34% l	78 +35% m	36 -13% n
Single site manager	84 10%	16 9%	64 10%	0 -0% c	84 +17% d	61 11%	19 8%	6 13%	20 +16% h	18 8%	38 9%	7 13%	47 +16% l	22 10%	7 -3% n
Bid management	4 *%	2 1%	2 *%	0 0%	4 1%	4 1%	0 0%	1 2%	0 0%	0 0%	2 *%	0 0%	2 1%	0 0%	2 1%
Senior FM (HQ/flagship site)	73 9%	5 -3% a	62 +10% b	73 +21% c	0 -0% d	40 -7% e	27 +12% f	2 4%	6 5%	23 11%	42 10%	0 -0% k	24 8%	27 +12% m	21 8%
Commercial management	19 2%	5 3%	14 2%	0 -0% c	19 +4% d	10 2%	9 +4% f	1 2%	1 1%	4 2%	12 3%	1 2%	7 2%	5 2%	6 2%
Facilities assistant/office manager	91 11%	20 11%	66 11%	91 +26% c	0 -0% d	64 11%	22 10%	7 15%	16 13%	24 11%	37 -9% j	31 +60% k	54 +18% l	5 -2% m	0 -0% n
Marketing	1 *%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%
Other	43 5%	8 4%	28 5%	0 -0% c	43 +9% d	21 -4% e	15 7%	2 4%	3 2%	10 5%	23 5%	1 2%	16 5%	15 7%	8 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 2 (continuation)

Which of the following best describes your function?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	850	32	226	586	75	106	442	129	10	2	30	48	590	245
CEO/MD	15 2%	0 0%	2 1%	13 2%	1 1%	2 2%	3 -1% f	3 2%	2 20%	0 0%	4 +13% j	0 0%	15 +3% l	0 -0% m
Director	103 12%	0 -0% a	10 -4% b	93 +16% c	1 -1% d	4 -4% e	56 13% f	26 +20% g	4 40% h	0 0% i	10 +33% j	2 4% k	82 +14% l	19 -8% m
Head of Workplace/FM	192 23%	4 13% a	44 19% b	144 +25% c	13 17% d	9 -8% e	112 +25% f	49 +38% g	1 10% h	0 0% i	2 -7% j	6 13% k	140 24% l	52 21% m
Business development/sales	6 1%	1 3% a	2 1% b	3 1% c	0 0% d	2 2% e	2 *% f	0 0% g	0 0% h	0 0% i	1 3% j	1 2% k	4 1% l	1 *% m
Regional or multi-site manager	219 26%	3 -9% a	52 23% b	164 +28% c	13 17% d	29 27% e	134 +30% f	26 20% g	1 10% h	0 0% i	4 13% j	10 21% k	151 26% l	63 26% m
Single site manager	84 10%	3 9% a	23 10% b	58 10% c	9 12% d	17 +16% e	45 10% f	4 -3% g	1 10% h	0 0% i	2 7% j	5 10% k	62 11% l	19 8% m
Bid management	4 *% a	1 +3% a	1 *% b	2 *% c	0 0% d	0 0% e	2 *% f	0 0% g	0 0% h	0 0% i	1 +3% j	1 2% k	1 *% l	3 +1% m
Senior FM (HQ/flagship site)	73 9%	2 6% a	19 8% b	51 9% c	4 5% d	10 9% e	40 9% f	12 9% g	0 0% h	1 50% i	1 3% j	5 10% k	52 9% l	20 8% m
Commercial management	19 2%	1 3% a	10 +4% b	8 -1% c	3 4% d	1 1% e	9 2% f	3 2% g	1 10% h	0 0% i	1 3% j	1 2% k	15 3% l	4 2% m
Facilities assistant/office manager	91 11%	15 +47% a	51 +23% b	24 -4% c	25 +33% d	23 +22% e	21 -5% f	1 -1% g	0 0% h	1 50% i	2 7% j	15 +31% k	41 -7% l	48 +20% m
Marketing	1 *% a	0 0% a	0 0% b	1 *% c	0 0% d	0 0% e	0 0% f	0 0% g	0 0% h	0 0% i	1 +3% j	0 0% k	0 0% l	1 *% m
Other	43 5%	2 6% a	12 5% b	25 4% c	6 8% d	9 8% e	18 4% f	5 4% g	0 0% h	0 0% i	1 3% j	2 4% k	27 5% l	15 6% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 2 (continuation)

Which of the following best describes your function?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	850	96	556	197	771	59	703	7	49	16	416	148	102	51
CEO/MD	15 2%	1 1%	5 -1% b	9 +5% c	13 2%	2 3%	12 2%	0 0%	1 2%	0 0%	8 2%	3 2%	1 1%	2 4%
Director	103 12%	2 -2% a	69 12%	32 +16% c	96 12%	4 7%	85 12%	0 0%	4 8%	1 6%	62 +15% j	11 7%	6 -6% l	11 +22% m
Head of Workplace/FM	192 23%	12 -13% a	143 +26% b	37 19%	173 22%	16 27%	150 21%	1 14%	16 33%	6 38%	95 23%	35 24%	17 17%	15 29%
Business development/sales	6 1%	2 2%	4 1%	0 0%	6 1%	0 0%	6 1%	0 0%	0 0%	0 0%	4 1%	0 0%	1 1%	0 0%
Regional or multi-site manager	219 26%	26 27%	152 27%	41 21%	202 26%	12 20%	188 27%	2 29%	16 33%	0 0%	98 24%	40 27%	39 +38% l	7 -14% m
Single site manager	84 10%	14 15%	47 8%	23 12%	78 10%	4 7%	72 10%	0 0%	4 8%	2 13%	34 8%	18 12%	10 10%	3 6%
Bid management	4 *%	0 0%	2 *%	2 1%	4 1%	0 0%	3 *%	0 0%	1 2%	0 0%	2 *%	1 1%	0 0%	0 0%
Senior FM (HQ/flagship site)	73 9%	9 9%	47 8%	17 9%	62 8%	9 15%	65 9%	1 14%	1 2%	1 6%	45 +11% j	11 7%	8 8%	4 8%
Commercial management	19 2%	3 3%	13 2%	3 2%	17 2%	2 3%	15 2%	0 0%	0 0%	1 6%	7 2%	4 3%	4 4%	3 6%
Facilities assistant/office manager	91 11%	22 +23% a	54 10%	15 8%	80 10%	7 12%	74 11%	1 14%	4 8%	4 25%	42 10%	13 9%	16 16%	4 8%
Marketing	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
Other	43 5%	5 5%	19 -3% b	18 +9% c	39 5%	3 5%	32 5%	2 29%	2 4%	1 6%	18 4%	12 8%	0 -0% l	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 2 (continuation)

Which of the following best describes your function?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	850	786	10	550	466	329	364	230	366
CEO/MD	15 2%	15 2%	0 0%	6 -1% c	9 2%	11 +3% e	3 1%	7 3%	9 2%
Director	103 12%	99 13%	1 10%	65 12%	61 13%	47 14%	56 +15% f	44 +19% g	58 +16% h
Head of Workplace/FM	192 23%	173 22%	2 20%	123 22%	107 23%	67 20%	83 23%	51 22%	80 22%
Business development/sales	6 1%	5 1%	1 10%	5 1%	4 1%	3 1%	4 1%	3 1%	4 1%
Regional or multi-site manager	219 26%	203 26%	2 20%	146 27%	123 26%	83 25%	94 26%	50 22%	92 25%
Single site manager	84 10%	79 10%	1 10%	60 11%	41 9%	34 10%	28 8%	20 9%	24 -7% h
Bid management	4 *0%	4 1%	0 0%	3 1%	3 1%	3 1%	3 1%	3 +1% g	3 1%
Senior FM (HQ/flagship site)	73 9%	68 9%	1 10%	47 9%	41 9%	26 8%	28 8%	17 7%	41 +11% h
Commercial management	19 2%	17 2%	0 0%	11 2%	9 2%	9 3%	10 3%	8 3%	9 2%
Facilities assistant/office manager	91 11%	85 11%	1 10%	52 9%	42 9%	23 -7% e	36 10%	15 -7% g	26 -7% h
Marketing	1 *0%	1 *0%	0 0%	1 *0%	1 *0%	0 0%	1 *0%	1 *0%	1 *0%
Other	43 5%	37 5%	1 10%	31 6%	25 5%	23 +7% e	18 5%	11 5%	19 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 2 (continuation)

Which of the following best describes your function?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	850	203	277	103	87	91	33	131	80	3	422	612	774	46
CEO/MD	15 2%	5 2%	4 1%	2 2%	3 3%	5 +5% e	3 +9% f	2 2%	0 0%	0 0%	9 2%	11 2%	15 2%	0 0%
Director	103 12%	29 14%	23 -8% b	11 11%	15 17%	22 +24% e	8 +24% f	7 -5% g	11 14%	1 33%	51 12%	68 11%	95 12%	5 11%
Head of Workplace/FM	192 23%	52 26%	72 26%	29 28%	12 -14% d	21 23%	14 +42% f	29 22%	30 +38% h	1 33%	105 25%	135 22%	181 23%	3 -7% m
Business development/sales	6 1%	3 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	2 *% j	5 1%	5 1%	0 0%
Regional or multi-site manager	219 26%	38 -19% a	77 28%	33 32%	25 29%	16 18%	3 -9% f	38 29%	19 24%	0 0%	108 26%	168 27%	205 26%	9 20%
Single site manager	84 10%	24 12%	34 12%	7 7%	10 11%	3 -3% e	0 0%	13 10%	5 6%	0 0%	43 10%	63 10%	73 9%	8 17%
Bid management	4 *%	2 1%	0 0%	1 1%	1 1%	1 1%	1 +3% f	0 0%	0 0%	0 0%	1 *% j	3 *% k	4 1%	0 0%
Senior FM (HQ/flagship site)	73 9%	20 10%	27 10%	8 8%	9 10%	9 10%	4 12%	10 8%	10 13%	0 0%	41 10%	56 9%	70 9%	2 4%
Commercial management	19 2%	4 2%	3 1%	1 1%	1 1%	6 +7% e	0 0%	2 2%	0 0%	0 0%	6 1%	8 -1% k	13 -2% l	3 +7% m
Facilities assistant/office manager	91 11%	13 -6% a	28 10%	4 -4% c	8 9%	5 5%	0 -0% f	23 +18% g	1 -1% h	0 0%	37 9%	60 10%	72 -9% l	14 +30% m
Marketing	1 *%	1 *% a	0 0%	0 0%	1 +1% d	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *% k	1 *% l	0 0%
Other	43 5%	12 6%	9 3%	7 7%	2 2%	2 2%	0 0%	7 5%	4 5%	1 33%	19 5%	34 6%	40 5%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 3

How many people are employed by your organisation in the UK?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	857	185	625	354	487	578	232	49	126	218	440	51	300	225	275
1-9	20 2%	2 1%	11 2%	4 1%	15 3%	12 2%	1 -*% f	20 +41% g	0 0% h	0 -0% i	0 -0% j	5 +10% k	2 -1% l	2 1% m	11 +4% n
10-49	29 3%	7 4%	18 3%	15 4%	14 3%	21 4%	4 2%	29 +59% g	0 -0% h	0 -0% i	0 -0% j	3 6% k	13 4% l	5 2% m	8 3% n
50-99	30 4%	6 3%	20 3%	12 3%	17 3%	22 4%	4 2%	0 0% g	30 +24% h	0 -0% i	0 -0% j	3 6% k	12 4% l	9 4% m	6 2% n
100-249	96 11%	17 9%	70 11%	44 12%	50 10%	72 12%	15 -6% f	0 -0% g	96 +76% h	0 -0% i	0 -0% j	4 8% k	41 14% l	26 12% m	25 9% n
250-499	104 12%	17 9%	78 12%	50 14%	52 11%	75 13%	20 9%	0 -0% g	0 -0% h	104 +48% i	0 -0% j	5 10% k	41 14% l	28 12% m	29 11% n
500-999	114 13%	12 -6% a	99 +16% b	60 +17% c	53 -11% d	88 +15% e	23 10%	0 -0% g	0 -0% h	114 +52% i	0 -0% j	4 8% k	41 14% l	29 13% m	40 15% n
1,000-4,999	217 25%	36 -19% a	178 +28% b	92 26% c	120 25% d	135 23% e	79 +34% f	0 -0% g	0 -0% h	0 -0% i	217 +49% j	15 29% k	70 23% l	57 25% m	74 27% n
5,000 or more	223 26%	81 +44% a	138 -22% b	66 -19% c	153 +31% d	140 24% e	79 +34% f	0 -0% g	0 -0% h	0 -0% i	223 +51% j	6 -12% k	69 23% l	69 31% m	76 28% n
I don't know	24 3%	7 4% a	13 -2% b	11 3% c	13 3% d	13 2% e	7 3% f	0 0% g	0 -0% h	0 -0% i	0 -0% j	6 +12% k	11 4% l	0 -0% m	6 2% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 3 (continuation)

How many people are employed by your organisation in the UK?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	857	31	230	592	75	108	450	128	11	2	30	46	593	248
1-9	20 2%	1 3%	1 -3% b	18 +3% c	2 3%	2 2%	9 2%	4 3%	1 9%	0 0%	1 3%	1 2%	16 3%	3 1%
10-49	29 3%	3 +10% a	11 5%	15 -3% c	2 3%	6 6%	17 4%	2 2%	1 9%	0 0%	0 0%	1 2%	17 3%	10 4%
50-99	30 4%	1 3%	8 3%	21 4%	4 5%	5 5%	12 3%	4 3%	0 0%	0 0%	1 3%	4 +9% k	20 3%	8 3%
100-249	96 11%	4 13%	29 13%	62 10%	10 13%	12 11%	54 12%	8 6%	3 27%	0 0%	5 17%	3 7%	61 10%	34 14%
250-499	104 12%	2 6%	31 13%	70 12%	9 12%	12 11%	58 13%	9 7%	0 0%	0 0%	5 17%	9 20%	69 12%	33 13%
500-999	114 13%	4 13%	33 14%	77 13%	8 11%	15 14%	66 15%	16 13%	0 0%	1 50%	2 7%	6 13%	77 13%	36 15%
1,000-4,999	217 25%	10 32%	47 -20% b	159 27%	19 25%	19 -18% e	110 24%	46 +36% g	4 36%	0 0%	6 20%	10 22%	163 +27% l	50 -20% m
5,000 or more	223 26%	5 16%	63 27%	155 26%	18 24%	31 29%	117 26%	35 27%	1 9%	1 50%	9 30%	10 22%	157 26%	63 25%
I don't know	24 3%	1 3%	7 3%	15 3%	3 4%	6 6%	7 -2% f	4 3%	1 9%	0 0%	1 3%	2 4%	13 2%	11 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 3 (continuation)

How many people are employed by your organisation in the UK?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	857	96	562	199	781	57	713	7	49	16	419	152	104	49
1-9	20 2%	3 3%	10 2%	7 4%	17 2%	2 4%	15 2%	0 0%	3 6%	1 6%	12 3%	0 -0% k	0 0%	1 2%
10-49	29 3%	7 +7% a	14 -2% b	8 4%	26 3%	1 2%	22 3%	0 0%	1 2%	1 6%	14 3%	5 3%	1 1%	4 8%
50-99	30 4%	3 3%	22 4%	5 3%	26 3%	3 5%	24 3%	0 0%	1 2%	1 6%	16 4%	4 3%	2 2%	3 6%
100-249	96 11%	16 17%	62 11%	18 9%	92 12%	4 7%	85 12%	1 14%	5 10%	1 6%	54 13%	13 9%	11 11%	4 8%
250-499	104 12%	13 14%	63 11%	28 14%	94 12%	9 16%	89 12%	1 14%	3 6%	1 6%	58 14%	16 11%	11 11%	5 10%
500-999	114 13%	8 8%	78 14%	28 14%	103 13%	8 14%	96 13%	2 29%	3 6%	3 19%	62 15%	22 14%	11 11%	7 14%
1,000-4,999	217 25%	20 21%	149 27%	48 24%	195 25%	16 28%	179 25%	1 14%	15 31%	5 31%	94 22%	48 32%	31 30%	10 20%
5,000 or more	223 26%	22 23%	152 27%	49 25%	212 +27% d	8 -14% e	188 26%	2 29%	16 33%	3 19%	99 24%	42 28%	34 33%	9 18%
I don't know	24 3%	4 4%	12 2%	8 4%	16 -2% d	6 +11% e	15 -2% f	0 0%	2 4%	0 0%	10 2%	2 1%	3 3%	6 +12% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 3 (continuation)

How many people are employed by your organisation in the UK?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	857	794	11	555	468	335	369	231	368
1-9	20 2%	14 -2% a	4 36%	8 -1% c	8 2%	8 2%	3 -1% f	5 2%	5 1%
10-49	29 3%	27 3%	0 0%	17 3%	14 3%	8 2%	5 -1% f	4 2%	9 2%
50-99	30 4%	26 3%	0 0%	18 3%	15 3%	10 3%	5 -1% f	9 4%	5 -1% h
100-249	96 11%	88 11%	0 0%	58 10%	49 10%	34 10%	25 -7% f	15 -6% g	32 -9% h
250-499	104 12%	92 12%	1 9%	65 12%	49 10%	33 10%	33 -9% f	30 13%	34 -9% h
500-999	114 13%	106 13%	2 18%	73 13%	59 13%	49 15%	48 13%	23 10%	49 13%
1,000-4,999	217 25%	207 26%	3 27%	149 27%	129 28%	89 27%	104 28%	63 27%	105 29%
5,000 or more	223 26%	217 +27% a	1 9%	156 28%	141 +30% d	96 29%	140 +38% f	77 +33% g	123 +33% h
I don't know	24 3%	17 -2% a	0 0%	11 -2% c	4 -1% d	8 2%	6 2%	5 2%	6 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 3 (continuation)

How many people are employed by your organisation in the UK?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	857	203	281	104	87	92	33	132	81	3	428	619	781	46
1-9	20 2%	7 3%	4 1%	4 4%	2 2%	4 4%	0 0%	2 2%	0 0%	0 0%	10 2%	13 2%	19 2%	0 0%
10-49	29 3%	7 3%	6 2%	3 3%	1 1%	1 1%	2 6%	6 5%	1 1%	0 0%	12 3%	19 3%	24 3%	3 7%
50-99	30 4%	6 3%	10 4%	3 3%	2 2%	4 4%	1 3%	2 2%	1 1%	0 0%	11 3%	20 3%	26 3%	2 4%
100-249	96 11%	18 9%	43 +15% b	6 6%	8 9%	10 11%	1 3%	15 11%	6 7%	0 0%	55 13%	66 11%	87 11%	5 11%
250-499	104 12%	25 12%	31 11%	8 8%	14 16%	10 11%	4 12%	9 -7% g	9 11%	0 0%	47 11%	79 13%	93 12%	8 17%
500-999	114 13%	28 14%	37 13%	15 14%	7 8%	11 12%	4 12%	19 14%	10 12%	0 0%	54 13%	82 13%	106 14%	7 15%
1,000-4,999	217 25%	54 27%	70 25%	31 30%	20 23%	27 29%	7 21%	36 27%	30 +37% h	2 67%	110 26%	162 26%	202 26%	8 17%
5,000 or more	223 26%	53 26%	76 27%	32 31%	32 +37% d	22 24%	12 36%	42 32%	22 27%	1 33%	118 28%	164 26%	203 26%	11 24%
I don't know	24 3%	5 2%	4 1%	2 2%	1 1%	3 3%	2 6%	1 1%	2 2%	0 0%	11 3%	14 2%	21 3%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 4

As an estimate, of these how many FM professionals does your organisation employ in the UK?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	848	187	616	346	486	573	230	47	125	215	436	50	297	222	273
1-9	362 43%	23 -12%	308 +50%	178 +51%	178 -37%	256 45%	75 -33%	42 +89%	89 +71%	132 +61%	97 -22%	22 44%	135 45%	100 45%	103 -38%
		a	b	c	d		f	g	h	i	j				n
10-49	169 20%	22 -12%	140 +23%	72 21%	95 20%	105 18%	57 +25%	4 -9%	19 15%	50 23%	95 22%	9 18%	55 19%	47 21%	57 21%
		a	b				f	g							
50-99	46 5%	7 4%	38 6%	13 4%	31 6%	24 -4%	21 +9%	0 0%	6 5%	13 6%	26 6%	2 4%	17 6%	11 5%	16 6%
						e	f								
100-249	62 7%	24 +13%	38 -6%	23 7%	37 8%	42 7%	20 9%	0 -0%	9 7%	7 -3%	45 +10%	1 2%	23 8%	11 5%	27 +10%
		a	b					g		i	j				n
250-499	26 3%	9 5%	17 3%	9 3%	17 3%	16 3%	10 4%	1 2%	1 1%	4 2%	20 +5%	2 4%	8 3%	6 3%	10 4%
											j				
500-999	37 4%	23 +12%	14 -2%	8 -2%	29 +6%	27 5%	10 4%	0 0%	0 -0%	4 -2%	31 +7%	2 4%	11 4%	7 3%	16 6%
		a	b	c	d				h	i	j				
1,000-4,999	44 5%	28 +15%	16 -3%	11 -3%	32 +7%	37 +6%	7 3%	0 0%	0 -0%	0 -0%	44 +10%	3 6%	10 3%	14 6%	17 6%
		a	b	c	d	e			h	i	j				
5,000 or more	43 5%	30 +16%	12 -2%	12 3%	31 +6%	33 6%	9 4%	0 0%	0 -0%	0 -0%	42 +10%	0 0%	11 4%	14 6%	17 6%
		a	b		d				h	i	j				
I don't know	59 7%	21 +11%	33 -5%	20 6%	36 7%	33 -6%	21 9%	0 0%	1 -1%	5 -2%	36 8%	9 +18%	27 9%	12 5%	10 -4%
		a	b			e			h	i		k			n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 4 (continuation)

As an estimate, of these how many FM professionals does your organisation employ in the UK?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	848	31	227	586	74	108	445	125	11	2	30	46	586	246
1-9	362 43%	14 45%	101 44%	245 42%	42 +57% d	42 39%	198 44%	46 37%	5 45%	0 0%	5 -17% j	21 46%	236 -40% l	118 +48% m
10-49	169 20%	8 26%	41 18%	119 20%	6 -8% d	22 20%	91 20%	26 21%	2 18%	2 100%	10 33%	7 15%	120 20%	46 19%
50-99	46 5%	1 3%	15 7%	30 5%	2 3%	7 6%	24 5%	8 6%	1 9%	0 0%	1 3%	3 7%	38 +6% l	7 -3% m
100-249	62 7%	2 6%	12 5%	48 8%	4 5%	6 6%	33 7%	9 7%	1 9%	0 0%	6 +20% j	3 7%	44 8%	16 7%
250-499	26 3%	0 0%	9 4%	17 3%	1 1%	4 4%	15 3%	5 4%	0 0%	0 0%	0 0%	1 2%	16 3%	9 4%
500-999	37 4%	1 3%	8 4%	28 5%	3 4%	6 6%	15 3%	9 7%	0 0%	0 0%	2 7%	2 4%	27 5%	10 4%
1,000-4,999	44 5%	0 0%	9 4%	35 6%	3 4%	3 3%	23 5%	9 7%	0 0%	0 0%	2 7%	4 9%	36 6%	7 -3% m
5,000 or more	43 5%	0 0%	13 6%	30 5%	3 4%	7 6%	22 5%	7 6%	0 0%	0 0%	3 10%	1 2%	30 5%	13 5%
I don't know	59 7%	5 +16% a	19 8%	34 -6% c	10 +14% d	11 10%	24 5%	6 5%	2 18%	0 0%	1 3%	4 9%	39 7%	20 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 4 (continuation)

As an estimate, of these how many FM professionals does your organisation employ in the UK?

Base: All Respondents (Valid Responses)

Column	AGE				ETHNICITY		NATION/REGION							
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	848	95	555	198	777	54	708	7	49	16	417	149	104	46
1-9	362 43%	52 +55% a	227 41%	83 42%	334 43%	21 39%	306 43%	3 43%	20 41%	8 50%	189 45%	61 41%	40 38%	15 33%
10-49	169 20%	17 18%	114 21%	38 19%	156 20%	11 20%	135 19%	0 0%	13 27%	3 19%	84 20%	25 17%	18 17%	13 28%
50-99	46 5%	6 6%	29 5%	11 6%	45 6%	0 0%	41 6%	2 29%	3 6%	0 0%	27 6%	8 5%	5 5%	0 0%
100-249	62 7%	4 4%	34 6%	24 +12% c	56 7%	5 9%	54 8%	0 0%	2 4%	1 6%	33 8%	10 7%	9 9%	4 9%
250-499	26 3%	2 2%	19 3%	5 3%	24 3%	1 2%	25 4%	0 0%	1 2%	0 0%	15 4%	3 2%	5 5%	0 0%
500-999	37 4%	2 2%	27 5%	8 4%	34 4%	3 6%	31 4%	1 14%	1 2%	1 6%	14 3%	8 5%	6 6%	3 7%
1,000-4,999	44 5%	1 1%	32 6%	11 6%	38 5%	4 7%	38 5%	0 0%	3 6%	1 6%	14 -3% j	14 +9% k	9 9%	1 2%
5,000 or more	43 5%	5 5%	30 5%	8 4%	40 5%	2 4%	36 5%	0 0%	2 4%	0 0%	21 5%	4 3%	7 7%	3 7%
I don't know	59 7%	6 6%	43 8%	10 5%	50 -6% d	7 13%	42 -6% f	1 14%	4 8%	2 13%	20 -5% j	16 +11% k	5 5%	7 +15% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 4 (continuation)

As an estimate, of these how many FM professionals does your organisation employ in the UK?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	848	786	11	550	463	332	368	229	366
1-9	362 43%	327 -42% a	7 64%	217 -39% c	194 42%	130 39%	121 -33% f	80 -35% g	130 -36% h
10-49	169 20%	160 20%	1 9%	117 21%	86 19%	65 20%	76 21%	42 18%	76 21%
50-99	46 5%	44 6%	0 0%	31 6%	28 6%	22 7%	20 5%	16 7%	21 6%
100-249	62 7%	60 8%	1 9%	46 8%	41 9%	27 8%	33 9%	18 8%	34 9%
250-499	26 3%	23 3%	1 9%	12 -2% c	13 3%	7 2%	11 3%	5 2%	10 3%
500-999	37 4%	37 5%	0 0%	30 +5% c	25 5%	22 +7% e	20 5%	17 +7% g	24 +7% h
1,000-4,999	44 5%	42 5%	0 0%	29 5%	26 6%	18 5%	28 +8% f	16 7%	25 7%
5,000 or more	43 5%	42 5%	0 0%	30 5%	29 6%	18 5%	31 +8% f	14 6%	21 6%
I don't know	59 7%	51 6%	1 9%	38 7%	21 -5% d	23 7%	28 8%	21 9%	25 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 4 (continuation)

As an estimate, of these how many FM professionals does your organisation employ in the UK?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	848	199	280	103	88	90	32	131	81	3	426	612	774	43
1-9	362 43%	82 41%	123 44%	46 45%	26 -30% d	37 41%	6 -19% f	53 40%	34 42%	1 33%	181 42%	255 42%	326 42%	22 51%
10-49	169 20%	46 23%	50 18%	21 20%	20 23%	18 20%	7 22%	27 21%	16 20%	0 0%	82 19%	137 +22% k	161 +21% l	4 9%
50-99	46 5%	10 5%	20 7%	6 6%	6 7%	5 6%	5 +16% f	3 2%	3 4%	1 33%	24 6%	33 5%	45 6%	1 2%
100-249	62 7%	12 6%	22 8%	10 10%	12 +14% d	8 9%	2 6%	8 6%	8 10%	0 0%	31 7%	41 7%	54 7%	4 9%
250-499	26 3%	3 2%	9 3%	1 1%	4 5%	2 2%	3 +9% f	6 5%	2 2%	0 0%	11 3%	21 3%	24 3%	2 5%
500-999	37 4%	14 +7% a	11 4%	6 6%	4 5%	3 3%	2 6%	5 4%	7 +9% h	0 0%	21 5%	28 5%	33 4%	1 2%
1,000-4,999	44 5%	9 5%	12 4%	5 5%	5 6%	3 3%	5 +16% f	13 +10% g	5 6%	0 0%	24 6%	34 6%	40 5%	2 5%
5,000 or more	43 5%	12 6%	18 6%	4 4%	6 7%	9 +10% e	1 3%	9 7%	4 5%	0 0%	24 6%	31 5%	41 5%	0 0%
I don't know	59 7%	11 6%	15 5%	4 4%	5 6%	5 6%	1 3%	7 5%	2 2%	1 33%	28 7%	32 -5% k	50 6%	7 +16% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 5

How many people in total are employed by your organisation internationally?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	775	179	557	318	441	544	192	41	113	187	408	48	269	202	250
1-9	96 12%	11 -6%	75 13%	47 15%	48 11%	55 -10%	31 16%	13 +32%	18 16%	28 15%	37 -9%	6 13%	31 12%	20 10%	39 16%
10-49	43 6%	8 4%	33 6%	17 5%	25 6%	33 6%	8 4%	13 +32%	5 4%	12 6%	12 -3%	2 4%	14 5%	14 7%	12 5%
50-99	22 3%	5 3%	14 3%	10 3%	11 2%	17 3%	2 1%	1 2%	16 +14%	1 -1%	3 -1%	0 0%	9 3%	8 4%	5 2%
100-249	43 6%	7 4%	33 6%	17 5%	24 5%	35 6%	5 -3%	1 2%	35 +31%	4 -2%	2 -*%	0 0%	20 7%	12 6%	11 4%
250-499	46 6%	7 4%	34 6%	25 8%	21 5%	25 -5%	16 8%	0 0%	5 4%	38 +20%	3 -1%	5 10%	18 7%	13 6%	10 4%
500-999	36 5%	6 3%	29 5%	15 5%	20 5%	26 5%	9 5%	3 7%	1 -1%	22 +12%	9 -2%	3 6%	15 6%	8 4%	10 4%
1,000-4,999	97 13%	13 -7%	80 +14%	40 13%	55 12%	73 13%	20 10%	4 10%	10 9%	29 16%	54 13%	6 13%	29 11%	18 9%	44 +18%
5,000 or more	240 31%	83 +46%	155 -28%	83 -26%	153 +35%	202 +37%	36 -19%	2 -5%	5 -4%	29 -16%	197 +48%	5 -10%	60 -22%	79 +39%	93 +37%
I don't know	152 20%	39 22%	104 19%	64 20%	84 19%	78 -14%	65 +34%	4 10%	18 16%	24 -13%	91 +22%	21 +44%	73 +27%	30 -15%	26 -10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 5 (continuation)

How many people in total are employed by your organisation internationally?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	775	31	209	531	68	100	399	115	11	2	26	47	544	217
1-9	96 12%	4 13%	25 12%	67 13%	10 15%	10 10%	48 12%	21 +18% g	2 18%	0 0%	3 12%	2 4%	63 12%	31 14%
10-49	43 6%	3 10%	12 6%	28 5%	1 1%	8 8%	21 5%	6 5%	2 18%	0 0%	1 4%	3 6%	33 6%	9 4%
50-99	22 3%	0 0%	5 2%	17 3%	3 4%	5 5%	11 3%	3 3%	0 0%	0 0%	0 0%	0 0%	12 2%	7 3%
100-249	43 6%	1 3%	12 6%	30 6%	1 1%	5 5%	26 7%	4 3%	2 18%	0 0%	2 8%	2 4%	31 6%	11 5%
250-499	46 6%	2 6%	17 8%	26 5%	3 4%	6 6%	22 6%	6 5%	0 0%	1 50%	2 8%	5 11%	30 6%	16 7%
500-999	36 5%	0 0%	14 7%	22 4%	2 3%	5 5%	16 4%	5 4%	1 9%	0 0%	1 4%	6 +13% k	35 +6% l	0 -0% m
1,000-4,999	97 13%	2 6%	23 11%	71 13%	12 18%	7 7%	55 14%	12 10%	1 9%	1 50%	2 8%	6 13%	65 12%	30 14%
5,000 or more	240 31%	6 19%	56 27%	177 +33% c	17 25%	23 23%	128 32%	41 36%	2 18%	0 0%	12 46%	15 32%	180 33%	58 27%
I don't know	152 20%	13 +42% a	45 22%	93 -18% c	19 28%	31 +31% e	72 18%	17 15%	1 9%	0 0%	3 12%	8 17%	95 -17% l	55 +25% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 5 (continuation)

How many people in total are employed by your organisation internationally?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	775	93	506	176	705	51	639	6	46	15	382	130	93	48
1-9	96 12%	10 11%	58 11%	28 16%	87 12%	8 16%	82 13%	0 0%	9 20%	3 20%	56 15%	10 8%	14 15%	1 -2% m
10-49	43 6%	8 9%	21 -4% b	14 8%	38 5%	3 6%	34 5%	0 0%	1 2%	2 13%	21 5%	7 5%	6 6%	4 8%
50-99	22 3%	3 3%	17 3%	2 1%	20 3%	0 0%	18 3%	0 0%	1 2%	1 7%	13 3%	3 2%	1 1%	1 2%
100-249	43 6%	6 6%	24 5%	13 7%	43 +6% d	0 0%	37 6%	0 0%	2 4%	0 0%	21 5%	7 5%	4 4%	3 6%
250-499	46 6%	7 8%	30 6%	9 5%	43 6%	1 2%	34 5%	2 33%	2 4%	1 7%	18 5%	8 6%	5 5%	4 8%
500-999	36 5%	7 8%	21 4%	8 5%	31 4%	4 8%	27 4%	1 17%	2 4%	1 7%	17 4%	7 5%	2 2%	3 6%
1,000-4,999	97 13%	9 10%	66 13%	22 13%	90 13%	3 6%	86 13%	1 17%	4 9%	0 0%	58 +15% j	13 10%	14 15%	4 8%
5,000 or more	240 31%	21 23%	166 33%	53 30%	213 30%	22 43%	195 31%	2 33%	16 35%	3 20%	113 30%	42 32%	28 30%	20 42%
I don't know	152 20%	22 24%	103 20%	27 15%	140 20%	10 20%	126 20%	0 0%	9 20%	4 27%	65 17%	33 25%	19 20%	8 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 5 (continuation)

How many people in total are employed by your organisation internationally?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	775	720	11	503	425	302	325	209	333
1-9	96 12%	92 13%	1 9%	63 13%	61 14%	44 15%	43 13%	25 12%	42 13%
10-49	43 6%	39 5%	1 9%	30 6%	21 5%	18 6%	13 4%	12 6%	14 4%
50-99	22 3%	19 3%	0 0%	11 2%	10 2%	5 2%	4 -1% f	7 3%	6 2%
100-249	43 6%	38 5%	0 0%	25 5%	28 7%	19 6%	8 -2% f	7 3%	10 -3% h
250-499	46 6%	43 6%	0 0%	29 6%	23 5%	15 5%	16 5%	13 6%	18 5%
500-999	36 5%	28 -4% a	4 36%	15 -3% c	16 4%	10 3%	14 4%	11 5%	9 -3% h
1,000-4,999	97 13%	91 13%	1 9%	66 13%	49 12%	46 15%	45 14%	22 11%	49 15%
5,000 or more	240 31%	230 +32% a	3 27%	161 32%	148 +35% d	94 31%	123 +38% f	77 +37% g	129 +39% h
I don't know	152 20%	140 19%	1 9%	103 20%	69 -16% d	51 17%	59 18%	35 17%	56 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 5 (continuation)

How many people in total are employed by your organisation internationally?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	775	181	251	93	81	79	30	118	71	3	385	556	705	41
1-9	96 12%	22 12%	31 12%	12 13%	11 14%	15 19%	5 17%	9 8%	11 15%	0 0%	49 13%	64 12%	88 12%	3 7%
10-49	43 6%	12 7%	14 6%	9 10%	3 4%	3 4%	2 7%	9 8%	2 3%	0 0%	23 6%	33 6%	39 6%	2 5%
50-99	22 3%	1 -1% a	8 3%	1 1%	1 1%	1 1%	2 7%	1 1%	1 1%	0 0%	11 3%	13 2%	20 3%	1 2%
100-249	43 6%	7 4%	17 7%	5 5%	7 9%	3 4%	0 0%	8 7%	1 1%	0 0%	23 6%	31 6%	39 6%	2 5%
250-499	46 6%	14 8%	16 6%	3 3%	7 9%	5 6%	2 7%	5 4%	4 6%	0 0%	23 6%	35 6%	44 6%	2 5%
500-999	36 5%	11 6%	13 5%	5 5%	5 6%	4 5%	1 3%	4 3%	2 3%	0 0%	19 5%	25 4%	33 5%	3 7%
1,000-4,999	97 13%	29 16%	27 11%	8 9%	6 7%	7 9%	3 10%	17 14%	12 17%	0 0%	43 11%	69 12%	86 12%	8 20%
5,000 or more	240 31%	49 27%	74 29%	35 38%	28 35%	28 35%	10 33%	47 +40% g	24 34%	1 33%	121 31%	178 32%	222 31%	8 20%
I don't know	152 20%	36 20%	51 20%	15 16%	13 16%	13 16%	5 17%	18 15%	14 20%	2 67%	73 19%	108 19%	134 19%	12 29%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 6

Which of the following best describes your role?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	852	185	620	353	486	572	233	47	126	212	435	51	298	223	273
CEO/MD/organisation leader responsible for FM/estates	23 3%	11 +6% a	8 -1% b	2 -1% c	21 +4% d	17 3% e	2 -1% f	7 +15% g	5 4% h	3 1% i	7 -2% j	2 4% k	3 -1% l	4 2% m	14 +5% n
Finance Director/CFO with FM responsibilities/oversight	1 *%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	1 +1% h	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%
Director of estates/facilities/property/workplace	115 13%	22 12%	88 14%	25 -7% c	89 +18% d	78 14%	32 14%	7 15%	15 12%	28 13%	62 14%	1 -2% k	2 -1% l	15 -7% m	97 +36% n
Head of workplace/facilities management	220 26%	45 24%	166 27%	160 +45% c	59 -12% d	149 26%	62 27%	6 -13% g	34 27%	67 +32% i	108 25%	1 -2% k	42 -14% l	77 +35% m	98 +36% n
Facilities/workplace/estates/building manager	333 39%	69 37%	251 40%	98 -28% c	227 +47% d	223 39%	97 42%	13 28%	51 40%	78 37%	183 42%	15 29%	182 +61% l	105 +47% m	28 -10% n
Facilities/estates supervisor	51 6%	9 5%	39 6%	32 +9% c	17 -3% d	34 6%	14 6%	1 2%	7 6%	12 6%	29 7%	18 +35% k	29 +10% l	4 -2% m	0 -0% n
Office manager	19 2%	1 1%	16 3%	17 +5% c	2 -*% d	14 2%	3 1%	4 +9% g	5 4% h	4 2% i	4 -1% j	2 4% k	14 +5% l	3 1% m	0 -0% n
Other	90 11%	27 +15% a	52 -8% b	19 -5% c	70 +14% d	56 10%	23 10%	9 +19% g	8 6% h	20 9% i	42 10% j	12 +24% k	26 9% l	15 -7% m	35 13% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 6 (continuation)

Which of the following best describes your role?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	852	31	226	590	73	105	447	130	11	2	29	48	592	245
CEO/MD/organisation leader responsible for FM/estates	23 3%	0 0%	5 2%	18 3%	1 1%	2 2%	5 -1% f	5 4%	3 27%	0 0%	7 24%	0 0%	22 +4% l	1 -*% m
Finance Director/CFO with FM responsibilities/oversight	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	1 *%	0 0%
Director of estates/facilities/property/workplace	115 13%	1 3%	12 -5% b	102 +17% c	2 -3% d	4 -4% e	66 15% f	32 +25% g	5 45%	0 0%	4 14%	2 4%	94 +16% l	20 -8% m
Head of workplace/facilities management	220 26%	5 16%	54 24%	161 27%	17 23%	16 -15% e	130 +29% f	39 30%	2 18%	1 50%	4 14%	11 23%	159 27%	59 24%
Facilities/workplace/estates/building manager	333 39%	6 -19% a	92 41%	233 39%	26 36%	51 +49% e	190 +43% f	38 -29% g	1 9%	0 0%	5 17%	18 38%	218 -37% l	108 44%
Facilities/estates supervisor	51 6%	7 +23% a	28 +12% b	16 -3% c	13 +18% d	14 +13% e	15 -3% f	1 -1% g	0 0%	0 0%	0 0%	7 +15% k	32 5%	18 7%
Office manager	19 2%	4 +13% a	12 +5% b	3 -1% c	7 +10% d	4 4%	4 -1% f	1 1%	0 0%	0 0%	0 0%	2 4%	5 -1% l	12 +5% m
Other	90 11%	8 +26% a	23 10%	56 9%	7 10%	14 13%	37 -8% f	14 11%	0 0%	1 50%	8 28%	8 17%	61 10%	27 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 6 (continuation)

Which of the following best describes your role?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	852	96	559	197	772	60	708	7	47	16	420	149	102	52
CEO/MD/organisation leader responsible for FM/estates	23 3%	2 2%	10 -2% b	11 +6% c	20 3%	3 5%	19 3%	0 0%	1 2%	0 0%	12 3%	4 3%	2 2%	2 4%
Finance Director/CFO with FM responsibilities/oversight	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	1 +1% k	0 0%	0 0%
Director of estates/facilities/property/workplace	115 13%	1 -1% a	79 14%	35 +18% c	106 14%	6 10%	99 14%	0 0%	4 9%	1 6%	73 +17% j	16 11%	6 -6% l	11 21%
Head of workplace/facilities management	220 26%	19 20%	156 28%	45 23%	199 26%	17 28%	176 25%	1 14%	17 36%	7 44%	101 24%	44 30%	25 25%	15 29%
Facilities/workplace/estates/building manager	333 39%	48 +50% a	212 38%	73 37%	306 40%	20 33%	281 40%	4 57%	20 43%	5 31%	157 37%	56 38%	50 +49% l	11 -21% m
Facilities/estates supervisor	51 6%	13 +14% a	33 6%	5 -3% c	45 6%	3 5%	46 6%	0 0%	0 0%	0 0%	22 5%	13 9%	8 8%	2 4%
Office manager	19 2%	7 +7% a	10 2%	2 1%	14 -2% d	3 5%	17 2%	0 0%	1 2%	0 0%	10 2%	2 1%	4 4%	1 2%
Other	90 11%	6 6%	58 10%	26 13%	81 10%	8 13%	69 10%	2 29%	4 9%	3 19%	45 11%	13 9%	7 7%	10 +19% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 6 (continuation)

Which of the following best describes your role?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	852	788	11	547	468	328	363	229	364
CEO/MD/organisation leader responsible for FM/estates	23 3%	23 3%	0 0%	12 2%	17 4%	14 +4% e	8 2%	10 4%	12 3%
Finance Director/CFO with FM responsibilities/oversight	1 *%	1 *%	0 0%	1 *%	1 *%	0 0%	1 *%	0 0%	1 *%
Director of estates/facilities/property/workplace	115 13%	109 14%	0 0%	69 13%	68 15%	52 16%	55 15%	42 +18% g	54 15%
Head of workplace/facilities management	220 26%	201 26%	2 18%	144 26%	124 26%	91 28%	107 +29% f	56 24%	116 +32% h
Facilities/workplace/estates/building manager	333 39%	309 39%	7 64%	221 40%	177 38%	111 -34% e	125 -34% f	79 34%	118 -32% h
Facilities/estates supervisor	51 6%	47 6%	0 0%	30 5%	26 6%	17 5%	15 -4% f	8 3%	15 -4% h
Office manager	19 2%	19 2%	0 0%	9 2%	10 2%	5 2%	8 2%	6 3%	3 -1% h
Other	90 11%	79 10%	2 18%	61 11%	45 10%	38 12%	44 12%	28 12%	45 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 6 (continuation)

Which of the following best describes your role?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	852	200	282	103	88	91	33	132	82	3	428	614	777	45
CEO/MD/organisation leader responsible for FM/estates	23 3%	8 4%	5 2%	4 4%	1 1%	5 5%	3 +9% f	4 3%	2 2%	0 0%	11 3%	17 3%	22 3%	1 2%
Finance Director/CFO with FM responsibilities/oversight	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
Director of estates/facilities/property/workplace	115 13%	30 15%	26 -9% b	14 14%	17 19%	28 +31% e	7 21%	10 -8% g	19 +23% h	1 33%	60 14%	79 13%	108 14%	3 7%
Head of workplace/facilities management	220 26%	60 30%	86 +30% b	37 +36% c	22 25%	21 23%	15 +45% f	33 25%	32 +39% h	1 33%	123 29%	159 26%	205 26%	9 20%
Facilities/workplace/estates/building manager	333 39%	66 -33% a	129 +46% b	37 36%	36 41%	18 -20% e	5 -15% f	54 41%	21 -26% h	0 0%	167 39%	248 40%	304 39%	15 33%
Facilities/estates supervisor	51 6%	9 5%	17 6%	2 2%	3 3%	3 3%	0 0%	17 +13% g	2 2%	0 0%	23 5%	41 7%	47 6%	4 9%
Office manager	19 2%	2 1%	3 1%	0 0%	0 0%	2 2%	0 0%	5 4%	1 1%	0 0%	5 -1% j	9 -1% k	14 -2% l	3 +7% m
Other	90 11%	24 12%	16 -6% b	9 9%	9 10%	14 15%	3 9%	9 7%	5 6%	1 33%	39 9%	61 10%	76 -10% l	10 +22% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 7

Do you have responsibility for managing people?

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPPI c	Not within PFI/PPPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	851	187	617	349	486	576	228	47	126	217	431	51	301	222	270
Yes	696 82%	156 83%	501 81%	285 82%	398 82%	468 81%	189 83%	40 85%	114 +90% h	174 80%	349 81%	26 -51% k	221 -73% l	201 +91% m	244 +90% n
No	155 18%	31 17%	116 19%	64 18%	88 18%	108 19%	39 17%	7 15%	12 -10% h	43 20%	82 19%	25 +49% k	80 +27% l	21 -9% m	26 -10% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 7 (continuation)

Do you have responsibility for managing people?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	851	31	228	587	75	107	441	130	11	2	30	48	588	247
Yes	696 82%	15 -48% a	184 81%	495 +84% c	55 -73% d	74 -69% e	372 +84% f	119 +92% g	11 100%	1 50%	26 87% j	35 73% k	494 +84% l	191 -77% m
No	155 18%	16 +52% a	44 19%	92 -16% c	20 +27% d	33 +31% e	69 -16% f	11 -8% g	0 0%	1 50%	4 13%	13 27% k	94 -16% l	56 +23% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 7 (continuation)

Do you have responsibility for managing people?

Base: All Respondents (Valid Responses)

Column	AGE				ETHNICITY		NATION/REGION							
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	851	97	554	200	773	58	705	7	49	16	418	147	103	50
Yes	696 82%	73 75%	466 +84% b	157 79%	635 82%	42 72%	575 82%	6 86%	45 92%	13 81%	339 81%	120 82%	87 84%	42 84%
No	155 18%	24 25%	88 -16% b	43 22%	138 18%	16 28%	130 18%	1 14%	4 8%	3 19%	79 19%	27 18%	16 16%	8 16%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 7 (continuation)

Do you have responsibility for managing people?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	851	786	11	547	463	334	362	228	364
Yes	696 82%	645 82%	10 91%	442 81%	389 84%	288 +86% e	301 83%	189 83%	302 83%
No	155 18%	141 18%	1 9%	105 19%	74 16%	46 -14% e	61 17%	39 17%	62 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 7 (continuation)

Do you have responsibility for managing people?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	851	202	280	103	87	90	32	131	81	2	424	613	774	46
Yes	696 82%	173 86%	235 84%	83 81%	72 83%	81 +90% e	30 94%	99 -76% g	73 +90% h	1 50%	356 84%	502 82%	638 82%	34 74%
No	155 18%	29 14%	45 16%	20 19%	15 17%	9 -10% e	2 6%	32 +24% g	8 -10% h	1 50%	68 16%	111 18%	136 18%	12 26%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 8

How many people do you manage?

Base: Where have responsibility for managing people

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	*k	l	m	n
Sample Bases	687	156	493	282	392	464	185	39	113	171	345	25	217	200	241
1-9	396 58%	64 -41% a	303 +61% b	157 56%	229 58%	269 58%	98 53%	34 +87% g	83 +73% h	106 62%	165 -48% j	17 68%	160 +74% l	107 54%	109 -45% n
10-49	180 26%	47 30%	125 25%	81 29%	98 25%	123 27%	49 26%	5 13%	21 -19% h	44 26%	103 +30% j	6 24%	42 -19% l	63 +32% m	69 29%
50-99	50 7%	18 +12% a	31 6%	20 7%	29 7%	30 6%	19 10%	0 0%	5 4%	14 8%	31 9%	0 0%	8 -4% l	18 9%	24 +10% n
100-249	34 5%	10 6%	24 5%	11 4%	22 6%	20 4%	14 8%	0 0%	4 4%	3 -2% i	26 +8% j	0 0%	6 3%	9 5%	18 +7% n
250-499	19 3%	10 +6% a	9 -2% b	9 3%	10 3%	15 3%	4 2%	0 0%	0 0%	4 2%	13 4%	1 4%	1 -*% l	3 2%	14 +6% n
500-999	4 1%	3 +2% a	1 -*% b	3 1%	1 *%	3 1%	1 1%	0 0%	0 0%	0 0%	4 +1% j	0 0%	0 0%	0 0%	4 +2% n
1,000-4,999	3 *%	3 +2% a	0 -0% b	1 *%	2 1%	3 1%	0 0%	0 0%	0 0%	0 0%	2 1%	1 4%	0 0%	0 0%	2 1%
5,000+	1 *%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 8 (continuation)

How many people do you manage?

Base: Where have responsibility for managing people

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	687	15	182	488	55	70	370	119	11	1	26	33	491	186
1-9	396 58%	10 67%	124 +68% b	260 -53% c	36 65%	51 +73% e	213 58%	60 50%	5 45%	0 0%	11 42%	18 55%	259 -53% l	131 +70% m
10-49	180 26%	3 20%	39 21%	138 28%	17 31%	14 20%	107 29%	20 -17% g	4 36%	1 100%	7 27%	10 30%	139 +28% l	38 -20% m
50-99	50 7%	0 0%	9 5%	41 8%	0 -0% d	4 6%	22 6%	19 +16% g	1 9%	0 0%	1 4%	3 9%	42 +9% l	7 -4% m
100-249	34 5%	0 0%	6 3%	28 6%	2 4%	1 1%	18 5%	8 7%	1 9%	0 0%	4 15%	0 0%	27 5%	7 4%
250-499	19 3%	0 0%	2 1%	17 3%	0 0%	0 0%	9 2%	9 +8% g	0 0%	0 0%	1 4%	0 0%	17 3%	2 1%
500-999	4 1%	2 13%	0 0%	2 *%	0 0%	0 0%	1 *%	3 +3% g	0 0%	0 0%	0 0%	0 0%	3 1%	1 1%
1,000-4,999	3 *%	0 0%	1 1%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 4%	2 +6% k	3 1%	0 0%
5,000+	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 4%	0 0%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 8 (continuation)

How many people do you manage?

Base: Where have responsibility for managing people

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	687	73	459	155	626	42	570	6	41	13	337	118	86	42
1-9	396 58%	57 +78% a	253 55%	86 55%	367 59%	18 -43% e	331 58%	3 50%	21 51%	10 77%	201 60%	71 60%	42 49%	18 -43% m
10-49	180 26%	13 18%	123 27%	44 28%	166 27%	10 24%	154 27%	3 50%	12 29%	2 15%	91 27%	25 21%	28 33%	8 19%
50-99	50 7%	1 -1% a	38 8%	11 7%	45 7%	3 7%	42 7%	0 0%	5 12%	0 0%	20 6%	12 10%	10 12%	2 5%
100-249	34 5%	1 1%	24 5%	9 6%	28 4%	6 +14% e	26 5%	0 0%	2 5%	0 0%	15 4%	7 6%	3 3%	6 +14% m
250-499	19 3%	0 0%	16 3%	3 2%	15 2%	3 7%	13 2%	0 0%	0 0%	1 8%	8 2%	1 1%	3 3%	5 +12% m
500-999	4 1%	0 0%	2 *%	2 1%	2 -*% d	2 +5% e	2 *%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	2 +5% m
1,000-4,999	3 *%	1 1%	2 *%	0 0%	2 *%	0 0%	1 -*% f	0 0%	1 +2% h	0 0%	0 0%	1 1%	0 0%	1 +2% m
5,000+	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	1 +1% k	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 8 (continuation)

How many people do you manage?

Base: Where have responsibility for managing people

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	687	636	10	437	384	283	296	185	299
1-9	396 58%	363 57%	6 60%	248 57%	227 59%	164 58%	146 -49% f	87 -47% g	156 -52% h
10-49	180 26%	165 26%	4 40%	121 28%	98 26%	75 27%	85 29%	45 24%	91 +30% h
50-99	50 7%	49 8%	0 0%	30 7%	26 7%	18 6%	31 +10% f	17 9%	21 7%
100-249	34 5%	33 5%	0 0%	23 5%	21 5%	16 6%	18 6%	21 +11% g	19 6%
250-499	19 3%	18 3%	0 0%	12 3%	7 2%	7 2%	12 4%	10 +5% g	9 3%
500-999	4 1%	4 1%	0 0%	1 *%	3 1%	1 *%	3 1%	3 +2% g	1 *%
1,000-4,999	3 *%	3 *%	0 0%	2 *%	1 *%	1 *%	1 *%	2 1%	2 1%
5,000+	1 *%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 8 (continuation)

How many people do you manage?

Base: Where have responsibility for managing people

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	687	170	234	83	69	81	30	97	73	1	352	494	630	33
1-9	396 58%	91 54%	139 59%	46 55%	29 -42% d	43 53%	12 -40% f	61 63%	39 53%	0 0%	203 58%	285 58%	361 57%	20 61%
10-49	180 26%	44 26%	58 25%	22 27%	23 33%	17 21%	7 23%	22 23%	21 29%	1 100%	84 24%	137 28%	164 26%	9 27%
50-99	50 7%	17 10%	18 8%	10 12%	8 12%	9 11%	5 +17% f	10 10%	4 5%	0 0%	33 +9% j	32 6%	47 7%	1 3%
100-249	34 5%	12 7%	8 3%	4 5%	5 7%	9 +11% e	1 3%	2 2%	4 5%	0 0%	15 4%	27 5%	34 5%	0 0%
250-499	19 3%	2 1%	8 3%	0 0%	3 4%	2 2%	2 7%	2 2%	4 5%	0 0%	12 3%	9 -2% k	16 3%	3 +9% m
500-999	4 1%	2 1%	2 1%	1 1%	1 1%	1 1%	2 +7% f	0 0%	1 1%	0 0%	4 1%	2 *% k	4 1%	0 0%
1,000-4,999	3 *%	2 1%	0 0%	0 0%	0 0%	0 0%	1 +3% f	0 0%	0 0%	0 0%	0 0%	2 *% k	3 *% l	0 0%
5,000+	1 *%	0 0%	1 *% k	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *% j	0 0%	1 *% l	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 9

If you have budgetary responsibility, what is the approximate annual budget you are currently responsible for?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	*k	l	m	n	
Sample Bases	727	151	536	287	425	490	197	42	115	180	367	25	231	209	257
£1,000-£250,000	114 16%	19 13%	88 16%	46 16%	64 15%	63 -13% e	44 +22% f	14 +33% g	25 22% h	15 -8% i	59 16% j	9 36% *k	68 +29% l	20 -10% m	16 -6% n
£251,000-£500,000	51 7%	6 4%	41 8%	19 7%	31 7%	30 6%	17 9%	4 10%	13 11%	15 8%	19 5%	4 16%	33 +14% l	6 -3% m	7 -3% n
£501,000-£1,000,000	87 12%	18 12%	60 11%	26 9%	60 +14% d	63 13%	15 -8% f	7 17%	27 +23% h	19 11%	29 -8% j	1 4%	44 +19% l	31 15% m	11 -4% n
£1,100,000-£5,000,000	236 32%	47 31%	177 33%	106 +37% c	125 -29% d	168 34%	56 28%	8 19%	28 -24% h	85 +47% i	108 29%	5 20%	64 28% l	105 +50% m	61 -24% n
£5,100,000-£10,000,000	99 14%	22 15%	76 14%	44 15%	55 13%	71 14%	27 14%	2 5%	12 10%	26 14%	56 15%	0 0%	10 -4% l	28 13% m	61 +24% n
£10,100,000-£20,000,000 +	103 14%	27 18%	72 13%	35 12%	66 16%	69 14%	30 15%	4 10%	7 -6% h	15 -8% i	75 +20% j	0 0%	3 -1% l	13 -6% m	86 +33% n
Other	37 5%	12 8%	22 -4% b	11 4%	24 6%	26 5%	8 4%	3 7%	3 3%	5 3%	21 6%	6 24%	9 4%	6 3%	15 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 9 (continuation)

If you have budgetary responsibility, what is the approximate annual budget you are currently responsible for?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		*a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	727	19	171	534	54	73	404	123	11	1	24	34	520	195
£1,000-£250,000	114 16%	8 42%	38 +22% b	68 -13% c	21 +39% d	17 23%	50 -12% f	12 -10% g	0 0%	0 0%	4 17%	10 +29% k	71 -14% l	38 19%
£251,000-£500,000	51 7%	1 5%	17 10%	33 6%	3 6%	10 +14% e	28 7%	2 -2% g	1 9%	0 0%	2 8%	4 12%	33 6%	17 9%
£501,000-£1,000,000	87 12%	1 5%	26 15%	60 11%	8 15%	14 +19% e	47 12%	13 11%	2 18%	0 0%	1 4%	2 6%	57 11%	28 14%
£1,100,000-£5,000,000	236 32%	4 21%	54 32%	178 33%	14 26%	17 23%	141 35%	47 38%	3 27%	0 0%	4 17%	8 24%	167 32%	67 34%
£5,100,000-£10,000,000	99 14%	1 5%	14 -8% b	83 +16% c	1 -2% d	4 -5% e	65 +16% f	21 17%	1 9%	0 0%	3 13%	4 12%	83 +16% l	15 -8% m
£10,100,000-£20,000,000 +	103 14%	1 5%	12 -7% b	90 +17% c	3 6%	2 -3% e	55 14%	25 +20% g	3 27%	1 100%	9 38%	5 15%	85 +16% l	18 -9% m
Other	37 5%	3 16%	10 6%	22 -4% c	4 7%	9 +12% e	18 4%	3 2%	1 9%	0 0%	1 4%	1 3%	24 5%	12 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 9 (continuation)

If you have budgetary responsibility, what is the approximate annual budget you are currently responsible for?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	727	72	485	170	657	52	605	6	44	12	358	123	89	45
£1,000-£250,000	114 16%	17 24%	70 14%	27 16%	103 16%	7 13%	94 16%	1 17%	6 14%	4 33%	56 16%	19 15%	11 12%	5 11%
£251,000-£500,000	51 7%	6 8%	36 7%	9 5%	41 -6% d	9 +17% e	44 7%	0 0%	2 5%	1 8%	24 7%	8 7%	4 4%	3 7%
£501,000-£1,000,000	87 12%	12 17%	56 12%	19 11%	83 13%	3 6%	74 12%	0 0%	5 11%	1 8%	38 11%	22 +18% k	11 12%	5 11%
£1,100,000-£5,000,000	236 32%	23 32%	161 33%	52 31%	214 33%	17 33%	199 33%	3 50%	14 32%	4 33%	125 35%	34 28%	33 37%	12 27%
£5,100,000-£10,000,000	99 14%	7 10%	65 13%	27 16%	89 14%	7 13%	79 13%	2 33%	11 +25% h	0 0%	45 13%	14 11%	16 18%	5 11%
£10,100,000-£20,000,000 +	103 14%	4 -6% a	72 15%	27 16%	95 14%	6 12%	83 14%	0 0%	6 14%	1 8%	54 15%	16 13%	10 11%	13 +29% m
Other	37 5%	3 4%	25 5%	9 5%	32 5%	3 6%	32 5%	0 0%	0 0%	1 8%	16 4%	10 8%	4 4%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 9 (continuation)

If you have budgetary responsibility, what is the approximate annual budget you are currently responsible for?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	727	675	10	461	403	300	316	209	322
£1,000-£250,000	114 16%	102 15%	5 50%	57 -12% c	54 13%	41 14%	42 13%	28 13%	40 -12% h
£251,000-£500,000	51 7%	47 7%	0 0%	36 8%	25 6%	19 6%	17 5%	10 5%	17 5%
£501,000-£1,000,000	87 12%	81 12%	0 0%	62 13%	53 13%	43 14%	37 12%	16 -8% g	30 9%
£1,100,000-£5,000,000	236 32%	218 32%	4 40%	151 33%	134 33%	98 33%	100 32%	73 35%	100 31%
£5,100,000-£10,000,000	99 14%	95 14%	1 10%	69 15%	52 13%	39 13%	48 15%	36 17%	50 16%
£10,100,000-£20,000,000 +	103 14%	96 14%	0 0%	66 14%	65 16%	46 15%	54 +17% f	36 17%	64 +20% h
Other	37 5%	36 5%	0 0%	20 4%	20 5%	14 5%	18 6%	10 5%	21 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 9 (continuation)

If you have budgetary responsibility, what is the approximate annual budget you are currently responsible for?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	727	177	241	92	77	90	33	105	79	2	374	519	670	34
£1,000-£250,000	114 16%	24 14%	40 17%	8 -9% c	12 16%	15 17%	2 6%	16 15%	7 9%	0 0%	55 15%	78 15%	102 15%	7 21%
£251,000-£500,000	51 7%	13 7%	21 9%	10 11%	7 9%	1 -1% e	1 3%	11 10%	5 6%	0 0%	27 7%	38 7%	47 7%	3 9%
£501,000-£1,000,000	87 12%	18 10%	34 14%	11 12%	5 6%	5 -6% e	3 9%	21 +20% g	8 10%	0 0%	47 13%	64 12%	77 11%	4 12%
£1,100,000-£5,000,000	236 32%	59 33%	74 31%	27 29%	20 26%	30 33%	9 27%	27 26%	23 29%	1 50%	115 31%	178 34%	225 +34% l	7 21%
£5,100,000-£10,000,000	99 14%	30 17%	35 15%	14 15%	15 19%	10 11%	7 21%	12 11%	15 19%	1 50%	55 15%	68 13%	91 14%	5 15%
£10,100,000-£20,000,000 +	103 14%	24 14%	28 12%	20 +22% c	13 17%	23 +26% e	8 24%	12 11%	18 +23% h	0 0%	55 15%	69 13%	95 14%	5 15%
Other	37 5%	9 5%	9 4%	2 2%	5 6%	6 7%	3 9%	6 6%	3 4%	0 0%	20 5%	24 5%	33 5%	3 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 10

If you had to choose, which of the following best describe your work?

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPP c	Not within PFI/PPP d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	835	181	611	349	472	564	228	44	124	212	424	48	295	219	267
My work is focused on managing spaces which people work in	423 51%	87 48%	318 52%	183 52%	234 50%	287 51%	118 52%	17 39%	61 49%	109 51%	222 52%	24 50%	155 53%	113 52%	129 48%
My work is focused on enabling work wherever it happens	310 37%	64 35%	232 38%	130 37%	173 37%	211 37%	85 37%	18 41%	54 44%	77 36%	154 36%	18 38%	105 36%	81 37%	104 39%
Neither of these resonate	102 12%	30 +17%	61 -10%	36 10%	65 14%	66 12%	25 11%	9 20%	9 7%	26 12%	48 11%	6 13%	35 12%	25 11%	34 13%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 10 (continuation)

If you had to choose, which of the following best describe your work?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	835	29	223	579	74	106	437	124	11	2	30	44	576	246
My work is focused on managing spaces which people work in	423 51%	15 52%	113 51%	294 51%	42 57%	51 48%	223 51%	63 51%	2 18%	1 50%	12 40%	26 59%	287 50%	126 51%
My work is focused on enabling work wherever it happens	310 37%	10 34%	80 36%	219 38%	27 36%	42 40%	159 36%	46 37%	9 82%	0 0%	11 37%	12 27%	215 37%	92 37%
Neither of these resonate	102 12%	4 14%	30 13%	66 11%	5 7%	13 12%	55 13%	15 12%	0 0%	1 50%	7 23%	6 14%	74 13%	28 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 10 (continuation)

If you had to choose, which of the following best describe your work?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	835	95	549	191	758	57	693	6	48	16	412	142	102	51
My work is focused on managing spaces which people work in	423 51%	62 +65% a	283 52%	78 -41% c	381 50%	33 58%	351 51%	2 33%	31 +65% h	3 19%	209 51%	67 47%	60 59%	28 55%
My work is focused on enabling work wherever it happens	310 37%	31 33%	197 36%	82 43%	286 38%	15 26%	269 +39% f	2 33%	6 -13% h	9 56%	160 39%	58 41%	35 34%	16 31%
Neither of these resonate	102 12%	2 -2% a	69 13%	31 16%	91 12%	9 16%	73 -11% f	2 33%	11 +23% h	4 25%	43 10%	17 12%	7 7%	7 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 10 (continuation)

If you had to choose, which of the following best describe your work?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	835	774	11	540	463	325	359	224	359
My work is focused on managing spaces which people work in	423 51%	401 +52% a	4 36%	279 52%	245 53%	163 50%	161 -45% f	96 -43% g	181 50%
My work is focused on enabling work wherever it happens	310 37%	286 37%	4 36%	199 37%	169 37%	123 38%	150 +42% f	89 40%	135 38%
Neither of these resonate	102 12%	87 -11% a	3 27%	62 11%	49 11%	39 12%	48 13%	39 +17% g	43 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 10 (continuation)

If you had to choose, which of the following best describe your work?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	835	198	274	103	85	90	32	128	79	3	416	599	760	45
My work is focused on managing spaces which people work in	423 51%	92 46%	144 53%	54 52%	45 53%	44 49%	15 47%	66 52%	38 48%	0 0%	211 51%	299 50%	383 50%	23 51%
My work is focused on enabling work wherever it happens	310 37%	81 41%	106 39%	34 33%	28 33%	38 42%	13 41%	46 36%	33 42%	3 100%	157 38%	226 38%	283 37%	17 38%
Neither of these resonate	102 12%	25 13%	24 -9%	15 15%	12 14%	8 9%	4 13%	16 13%	8 10%	0 0%	48 12%	74 12%	94 12%	5 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 11

Who represents your function at executive level?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	852	189	619	350	486	580	228	47	124	215	435	49	301	225	271
Chief executive/managing director (or equivalent)	222 26%	82 +43% a	129 -21% b	79 23%	141 +29% d	170 +29% e	41 -18% f	24 +51% g	36 29%	46 21%	105 24%	12 24%	54 -18% l	66 29%	90 +33% n
Head of operations (or equivalent)	187 22%	46 24%	131 21%	78 22%	103 21%	137 24%	40 18%	9 19%	23 19%	51 24%	98 23%	5 -10% k	62 21%	45 20%	73 +27% n
Head of finance (or equivalent)	56 7%	3 -2% a	48 +8% b	25 7%	30 6%	27 -5% e	24 +11% f	1 2%	10 8%	16 7%	29 7%	2 4%	19 6%	22 +10% m	13 5%
Head of IT (or equivalent)	11 1%	2 1%	8 1%	3 1%	8 2%	9 2%	1 *% *	0 0%	2 2%	6 +3% i	3 1%	1 2%	1 *% *	7 +3% m	2 1%
Head of HR (or equivalent)	31 4%	4 2%	26 4%	17 5%	13 3%	25 4%	5 2%	0 0%	12 +10% h	8 4%	11 3%	3 6%	12 4%	9 4%	6 2%
Head of estates and/or FM (or equivalent)	243 29%	32 -17% a	204 +33% b	108 31%	130 27%	146 -25% e	90 +39% f	7 -15% g	26 -21% h	57 27%	145 +33% j	16 33%	108 +36% l	55 24%	62 -23% n
Head of workplace/employee experience (or equivalent)	17 2%	4 2%	13 2%	8 2%	9 2%	13 2%	4 2%	0 0%	2 2%	3 1%	11 3%	1 2%	8 3%	4 2%	4 1%
I have no representative at executive level	52 6%	14 7%	33 5%	17 5%	34 7%	35 6%	12 5%	4 9%	9 7%	14 7%	22 5%	7 +14% k	27 +9% l	8 4%	10 -4% n
Other	32 4%	1 -1% a	27 4%	14 4%	18 4%	17 3%	11 5%	2 4%	4 3%	14 +7% i	11 3%	1 2%	10 3%	9 4%	11 4%
Don't know	1 *%	1 1%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +2% k	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 11 (continuation)

Who represents your function at executive level?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	852	32	228	588	75	107	446	127	11	2	30	47	588	249
Chief executive/managing director (or equivalent)	222 26%	6 19%	48 -21% b	168 +29% c	15 20%	20 19%	109 24%	43 +34% g	4 36%	0 0%	15 +50% j	14 30%	164 28%	55 22%
Head of operations (or equivalent)	187 22%	11 34%	36 -16% b	140 24%	16 21%	21 20%	102 23%	29 23%	2 18%	0 0%	6 20%	8 17%	139 24%	48 19%
Head of finance (or equivalent)	56 7%	2 6%	13 6%	41 7%	5 7%	9 8%	31 7%	10 8%	0 0%	0 0%	1 3%	0 0%	34 6%	20 8%
Head of IT (or equivalent)	11 1%	0 0%	3 1%	8 1%	0 0%	2 2%	8 2%	1 1%	0 0%	0 0%	0 0%	0 0%	8 1%	2 1%
Head of HR (or equivalent)	31 4%	2 6%	12 5%	17 3%	6 +8% d	5 5%	12 3%	2 2%	0 0%	0 0%	0 0%	5 +11% k	18 3%	12 5%
Head of estates and/or FM (or equivalent)	243 29%	8 25%	77 +34% b	157 27%	19 25%	34 32%	141 +32% f	28 22%	3 27%	2 100%	4 13%	11 23%	166 28%	70 28%
Head of workplace/employee experience (or equivalent)	17 2%	0 0%	9 +4% b	8 -1% c	2 3%	1 1%	10 2%	1 1%	0 0%	0 0%	0 0%	3 +6% k	9 2%	8 3%
I have no representative at executive level	52 6%	1 3%	22 +10% b	28 -5% c	8 11%	8 7%	23 5%	6 5%	2 18%	0 0%	2 7%	3 6%	32 5%	20 8%
Other	32 4%	2 6%	7 3%	21 4%	4 5%	6 6%	10 -2% f	7 6%	0 0%	0 0%	2 7%	3 6%	18 3%	13 5%
Don't know	1 *%	0 0%	1 *%	0 0%	0 0%	1 +1% e	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 11 (continuation)

Who represents your function at executive level?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	852	97	558	197	772	60	707	6	49	16	418	149	102	51
Chief executive/managing director (or equivalent)	222 26%	22 23%	142 25%	58 29%	197 26%	18 30%	182 26%	2 33%	13 27%	3 19%	113 27%	34 23%	22 22%	16 31%
Head of operations (or equivalent)	187 22%	17 18%	124 22%	46 23%	162 -21% d	18 30%	159 22%	1 17%	7 14%	5 31%	101 24%	35 23%	20 20%	12 24%
Head of finance (or equivalent)	56 7%	4 4%	43 8%	9 5%	50 6%	6 10%	50 7%	0 0%	3 6%	0 0%	32 8%	7 5%	10 10%	1 2%
Head of IT (or equivalent)	11 1%	0 0%	8 1%	3 2%	9 1%	2 3%	9 1%	0 0%	2 4%	0 0%	6 1%	1 1%	1 1%	0 0%
Head of HR (or equivalent)	31 4%	9 +9% a	16 3%	6 3%	29 4%	2 3%	24 3%	0 0%	1 2%	2 13%	17 4%	3 2%	3 3%	4 8%
Head of estates and/or FM (or equivalent)	243 29%	33 34%	154 28%	56 28%	230 +30% d	9 -15% e	204 29%	2 33%	13 27%	2 13%	105 -25% j	51 34%	35 34%	13 25%
Head of workplace/employee experience (or equivalent)	17 2%	3 3%	13 2%	1 1%	13 -2% d	2 3%	13 2%	0 0%	1 2%	0 0%	9 2%	3 2%	1 1%	2 4%
I have no representative at executive level	52 6%	7 7%	37 7%	8 4%	49 6%	3 5%	37 -5% f	0 0%	7 +14% h	4 25%	14 -3% j	10 7%	8 8%	3 6%
Other	32 4%	2 2%	21 4%	9 5%	32 4%	0 0%	28 4%	1 17%	2 4%	0 0%	20 5%	5 3%	2 2%	0 0%
Don't know	1 *%	0 0%	0 0%	1 1%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 11 (continuation)

Who represents your function at executive level?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	852	789	11	553	469	333	366	228	367
Chief executive/managing director (or equivalent)	222 26%	202 26%	5 45%	145 26%	122 26%	96 29%	103 28%	82 +36% g	100 27%
Head of operations (or equivalent)	187 22%	175 22%	1 9%	114 21%	107 23%	77 23%	73 20%	50 22%	68 -19% h
Head of finance (or equivalent)	56 7%	56 +7% a	0 0%	37 7%	32 7%	23 7%	22 6%	13 6%	25 7%
Head of IT (or equivalent)	11 1%	10 1%	0 0%	7 1%	5 1%	3 1%	6 2%	5 2%	4 1%
Head of HR (or equivalent)	31 4%	30 4%	1 9%	22 4%	18 4%	9 3%	9 2%	2 -1% g	14 4%
Head of estates and/or FM (or equivalent)	243 29%	226 29%	1 9%	163 29%	131 28%	91 27%	111 30%	51 -22% g	111 30%
Head of workplace/employee experience (or equivalent)	17 2%	16 2%	0 0%	11 2%	10 2%	6 2%	6 2%	4 2%	8 2%
I have no representative at executive level	52 6%	46 6%	2 18%	35 6%	27 6%	21 6%	20 5%	12 5%	18 5%
Other	32 4%	28 4%	1 9%	19 3%	17 4%	7 -2% e	16 4%	9 4%	19 5%
Don't know	1 *0%	0 -0% a	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 11 (continuation)

Who represents your function at executive level?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	852	202	282	102	89	90	33	131	81	3	427	616	775	46
Chief executive/managing director (or equivalent)	222 26%	59 29%	62 22%	24 24%	26 29%	31 34%	10 30%	37 28%	24 30%	0 0%	115 27%	165 27%	206 27%	10 22%
Head of operations (or equivalent)	187 22%	43 21%	63 22%	21 21%	21 24%	22 24%	10 30%	30 23%	26 +32% h	0 0%	96 22%	140 23%	171 22%	11 24%
Head of finance (or equivalent)	56 7%	13 6%	29 +10% b	4 4%	5 6%	6 7%	0 0%	6 5%	4 5%	0 0%	36 +8% j	35 6%	54 7%	1 2%
Head of IT (or equivalent)	11 1%	1 *%	4 1%	1 1%	2 2%	1 1%	0 0%	3 2%	0 0%	0 0%	4 1%	6 1%	7 -1% l	3 +7% m
Head of HR (or equivalent)	31 4%	8 4%	11 4%	3 3%	1 1%	2 2%	1 3%	5 4%	2 2%	0 0%	12 3%	23 4%	27 3%	1 2%
Head of estates and/or FM (or equivalent)	243 29%	47 23%	81 29%	32 31%	26 29%	22 24%	10 30%	33 25%	18 22%	2 67%	117 27%	175 28%	218 28%	13 28%
Head of workplace/employee experience (or equivalent)	17 2%	4 2%	6 2%	2 2%	2 2%	0 0%	0 0%	2 2%	0 0%	1 33%	7 2%	11 2%	15 2%	2 4%
I have no representative at executive level	52 6%	12 6%	18 6%	7 7%	5 6%	5 6%	1 3%	12 9%	3 4%	0 0%	28 7%	38 6%	49 6%	1 2%
Other	32 4%	15 +7% a	8 3%	8 +8% c	1 1%	1 1%	1 3%	3 2%	4 5%	0 0%	12 3%	23 4%	28 4%	3 7%
Don't know	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 -0% l	1 +2% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 12

In which of the following bands is your current salary?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	858	190	622	352	490	582	230	49	126	217	436	52	303	227	276
Less than £25,000	52 6%	15 8%	33 5%	35 +10% c	17 -3% d	36 6%	12 5%	8 +16% g	7 6%	9 4%	21 5%	52 +100% k	0 -0% l	0 -0% m	0 -0% n
£26,000-£35,000	124 14%	19 -10% a	94 15%	51 14%	69 14%	72 -12% e	41 18%	7 14%	24 19%	36 17%	51 -12% j	0 -0% k	124 +41% l	0 -0% m	0 -0% n
£36,000-£45,000	179 21%	34 18%	137 22%	65 18%	109 22%	110 -19% e	61 +27% f	8 16%	29 23%	46 21%	88 20%	0 -0% k	179 +59% l	0 -0% m	0 -0% n
£46,000-£60,000	227 26%	51 27%	165 27%	90 26%	132 27%	156 27%	60 26%	7 -14% g	35 28%	57 26%	126 29%	0 -0% k	0 -0% l	227 +100% m	0 -0% n
£61,000-£75,000	123 14%	30 16%	89 14%	58 16%	65 13%	94 +16% e	25 11%	9 18%	15 12%	37 17%	60 14%	0 -0% k	0 -0% l	0 -0% m	123 +45% n
£76,000-£90,000	64 7%	19 10%	43 7%	30 9%	34 7%	48 8%	14 6%	5 10%	5 4%	14 6%	38 9%	0 -0% k	0 -0% l	0 -0% m	64 +23% n
£91,000-£100,000	33 4%	9 5%	21 3%	11 3%	22 4%	23 4%	7 3%	2 4%	1 1%	8 4%	22 5%	0 0% l	0 -0% m	0 -0% n	33 +12% n
£101,000-£150,000	41 5%	10 5%	30 5%	12 3%	28 6%	31 5%	9 4%	2 4%	6 5%	8 4%	25 6%	0 0% l	0 -0% m	0 -0% n	41 +15% n
£151,000+	15 2%	3 2%	10 2%	0 -0% c	14 +3% d	12 2%	1 *%	1 2%	4 3%	2 1%	5 1%	0 0% l	0 -0% m	0 -0% n	15 +5% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 12 (continuation)

In which of the following bands is your current salary?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	858	31	229	595	75	107	448	131	11	2	30	47	595	247
Less than £25,000	52 6%	10 +32% a	23 +10% b	18 -3% c	13 +17% d	14 +13% e	10 -2% f	1 -1% g	0 0% h	0 0% i	1 3% j	12 +26% k	31 5% l	18 7% m
£26,000-£35,000	124 14%	14 +45% a	59 +26% b	50 -8% c	26 +35% d	33 +31% e	44 -10% f	4 -3% g	0 0% h	1 50% i	4 13% j	10 21% k	66 -11% l	53 +21% m
£36,000-£45,000	179 21%	2 -6% a	63 +28% b	114 19% c	14 19% d	33 +31% e	103 23% f	17 -13% g	0 0% h	0 0% i	3 10% j	7 15% k	111 -19% l	66 +27% m
£46,000-£60,000	227 26%	1 -3% a	52 23% b	174 +29% c	14 19% d	15 -14% e	150 +33% f	34 26% g	3 27% h	0 0% i	5 17% j	4 -9% k	167 28% l	55 22% m
£61,000-£75,000	123 14%	0 -0% a	13 -6% b	110 +18% c	4 -5% d	5 -5% e	69 15% f	33 +25% g	2 18% h	0 0% i	5 17% j	5 11% k	92 15% l	31 13% m
£76,000-£90,000	64 7%	2 6% a	11 5% b	50 8% c	2 3% d	1 -1% e	36 8% f	17 +13% g	1 9% h	1 50% i	3 10% j	3 6% k	54 +9% l	10 -4% m
£91,000-£100,000	33 4%	1 3% a	5 2% b	27 5% c	2 3% d	1 1% e	16 4% f	10 +8% g	0 0% h	0 0% i	1 3% j	3 6% k	26 4% l	7 3% m
£101,000-£150,000	41 5%	1 3% a	1 -*% b	39 +7% c	0 -0% d	4 4% e	17 4% f	11 +8% g	1 9% h	0 0% i	5 +17% j	3 6% k	33 6% l	7 3% m
£151,000+	15 2%	0 0% a	2 1% b	13 2% c	0 0% d	1 1% e	3 -1% f	4 3% g	4 36% h	0 0% i	3 +10% j	0 0% k	15 +3% l	0 -0% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 12 (continuation)

In which of the following bands is your current salary?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	858	96	561	201	779	59	714	7	48	16	421	152	103	51
Less than £25,000	52 6%	13 +14% a	28 5%	11 5%	46 6%	4 7%	41 6%	0 0%	1 2%	4 25%	15 -4% j	10 7%	11 +11% l	4 8%
£26,000-£35,000	124 14%	24 +25% a	83 15%	17 -8% c	110 14%	11 19%	105 15%	1 14%	5 10%	3 19%	52 12%	23 15%	21 20%	4 8%
£36,000-£45,000	179 21%	32 +33% a	110 20%	37 18%	161 21%	13 22%	144 20%	3 43%	17 +35% h	2 13%	76 -18% j	35 23%	26 25%	5 -10% m
£46,000-£60,000	227 26%	18 19%	152 27%	57 28%	213 27%	10 17%	193 27%	3 43%	15 31%	5 31%	113 27%	48 32%	20 19%	9 18%
£61,000-£75,000	123 14%	7 -7% a	84 15%	32 16%	111 14%	10 17%	110 +15% f	0 0%	6 13%	0 0%	75 +18% j	20 13%	13 13%	5 10%
£76,000-£90,000	64 7%	0 -0% a	47 8%	17 8%	59 8%	5 8%	53 7%	0 0%	2 4%	0 0%	37 9%	10 7%	6 6%	8 +16% m
£91,000-£100,000	33 4%	2 2%	21 4%	10 5%	29 4%	2 3%	23 -3% f	0 0%	1 2%	1 6%	17 4%	1 -1% k	4 4%	7 +14% m
£101,000-£150,000	41 5%	0 -0% a	30 5%	11 5%	36 5%	3 5%	35 5%	0 0%	1 2%	1 6%	30 +7% j	3 2%	1 1%	4 8%
£151,000+	15 2%	0 0%	6 -1% b	9 +4% c	14 2%	1 2%	10 1%	0 0%	0 0%	0 0%	6 1%	2 1%	1 1%	5 +10% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 12 (continuation)

In which of the following bands is your current salary?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	858	795	11	556	472	335	368	232	368
Less than £25,000	52 6%	45 6%	1 9%	30 5%	14 -3% d	13 -4% e	18 5%	10 4%	13 -4% h
£26,000-£35,000	124 14%	116 15%	1 9%	78 14%	65 14%	33 -10% e	43 -12% f	23 -10% g	32 -9% h
£36,000-£45,000	179 21%	163 21%	3 27%	115 21%	99 21%	59 18%	65 -18% f	33 -14% g	65 -18% h
£46,000-£60,000	227 26%	211 27%	2 18%	158 28%	135 29%	106 +32% e	110 +30% f	67 29%	102 28%
£61,000-£75,000	123 14%	118 15%	1 9%	79 14%	75 16%	56 17%	62 17%	44 +19% g	65 +18% h
£76,000-£90,000	64 7%	59 7%	2 18%	44 8%	35 7%	26 8%	28 8%	19 8%	36 +10% h
£91,000-£100,000	33 4%	30 4%	1 9%	21 4%	17 4%	15 4%	17 5%	14 +6% g	19 5%
£101,000-£150,000	41 5%	39 5%	0 0%	26 5%	26 6%	19 6%	21 6%	15 6%	28 +8% h
£151,000+	15 2%	14 2%	0 0%	5 -1% c	6 1%	8 2%	4 1%	7 3%	8 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 12 (continuation)

In which of the following bands is your current salary?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	858	203	281	102	89	93	33	132	82	3	428	619	781	46
Less than £25,000	52 6%	10 5%	14 5%	4 4%	5 6%	4 4%	0 0%	11 8%	2 2%	0 0%	21 5%	32 5%	42 -5%	8 +17%
£26,000-£35,000	124 14%	28 14%	41 15%	2 -2%	3 -3%	8 9%	1 3%	25 19%	2 -2%	1 33%	46 -11%	90 15%	101 -13%	12 +26%
£36,000-£45,000	179 21%	27 -13%	66 23%	25 25%	19 21%	6 -6%	2 -6%	32 24%	10 -12%	0 0%	86 20%	136 22%	164 21%	8 17%
£46,000-£60,000	227 26%	49 24%	89 +32%	29 28%	23 26%	13 -14%	4 12%	39 30%	22 27%	0 0%	127 +30%	167 27%	216 +28%	7 15%
£61,000-£75,000	123 14%	33 16%	32 11%	19 19%	14 16%	24 +26%	11 +33%	12 9%	19 +23%	2 67%	63 15%	88 14%	114 15%	5 11%
£76,000-£90,000	64 7%	25 +12%	20 7%	15 +15%	10 11%	9 10%	9 +27%	8 6%	13 +16%	0 0%	39 9%	45 7%	62 8%	1 2%
£91,000-£100,000	33 4%	11 5%	8 3%	4 4%	7 +8%	11 +12%	2 6%	2 2%	5 6%	0 0%	16 4%	27 4%	31 4%	1 2%
£101,000-£150,000	41 5%	13 6%	9 3%	2 2%	7 8%	10 +11%	2 6%	3 2%	7 9%	0 0%	19 4%	26 4%	36 5%	4 9%
£151,000+	15 2%	7 +3%	2 1%	2 2%	1 1%	8 +9%	2 6%	0 0%	2 2%	0 0%	11 3%	8 1%	15 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 13

In your last pay review, what was the size of your salary increase if any?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	833	182	606	343	475	561	227	48	121	207	427	48	292	219	268
It increased by 1-2%	343 41%	54 -30% a	273 +45% b	150 44%	186 39%	206 -37% e	121 +53% f	15 31%	58 48%	83 40%	177 41%	15 31%	133 46%	98 45%	94 -35% n
Increase of 3-4%	93 11%	25 14%	66 11%	41 12%	52 11%	75 +13% e	16 -7% f	3 6%	18 15%	18 9%	53 12%	1 -2% k	20 -7% l	30 14%	41 +15% n
Increase of 5-6%	27 3%	9 5%	17 3%	14 4%	13 3%	26 +5% e	0 -0% f	0 0%	4 3%	7 3%	16 4%	2 4%	4 -1% l	5 2%	16 +6% n
Increase of 7-10%	20 2%	6 3%	14 2%	4 1%	16 +3% d	15 3%	5 2%	2 4%	1 1%	3 1%	13 3%	1 2%	6 2%	3 1%	10 4%
Increase of 11% or more	19 2%	5 3%	14 2%	6 2%	13 3%	15 3%	4 2%	0 0%	0 0%	8 4%	7 2%	2 4%	6 2%	1 -1% m	10 4%
No change	320 38%	80 44%	216 -36% b	123 36%	189 40%	217 39%	79 35%	26 +54% g	37 31%	87 42%	156 37%	26 +54% k	120 41%	80 37%	92 34%
It decreased	11 1%	3 2%	6 1%	5 1%	6 1%	7 1%	2 1%	2 4%	3 2%	1 *%	5 1%	1 2%	3 1%	2 1%	5 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 13 (continuation)

In your last pay review, what was the size of your salary increase if any?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	833	31	220	578	72	103	438	129	11	2	28	45	578	240
It increased by 1-2%	343 41%	12 39%	91 41%	238 41%	36 50%	40 39%	180 41%	47 36%	5 45%	0 0%	11 39%	21 47%	230 40%	110 46%
Increase of 3-4%	93 11%	2 6%	22 10%	69 12%	3 -4% d	8 8%	52 12%	20 16%	2 18%	0 0%	3 11%	4 9%	67 12%	25 10%
Increase of 5-6%	27 3%	3 +10% a	11 5%	13 -2% c	2 3%	3 3%	10 2%	7 5%	0 0%	0 0%	1 4%	4 +9% k	16 3%	11 5%
Increase of 7-10%	20 2%	1 3%	5 2%	14 2%	2 3%	1 1%	8 2%	7 +5% g	0 0%	0 0%	2 7%	0 0%	16 3%	4 2%
Increase of 11% or more	19 2%	1 3%	5 2%	13 2%	1 1%	1 1%	9 2%	5 4%	0 0%	0 0%	0 0%	3 +7% k	13 2%	6 3%
No change	320 38%	12 39%	84 38%	222 38%	28 39%	49 +48% e	172 39%	42 33%	3 27%	2 100%	10 36%	13 29%	226 39%	83 35%
It decreased	11 1%	0 0%	2 1%	9 2%	0 0%	1 1%	7 2%	1 1%	1 9%	0 0%	1 4%	0 0%	10 2%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 13 (continuation)

In your last pay review, what was the size of your salary increase if any?

Base: All Respondents (Valid Responses)

Column	AGE				ETHNICITY		NATION/REGION							
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	833	90	545	198	756	57	692	7	48	15	410	146	101	50
It increased by 1-2%	343 41%	42 47%	223 41%	78 39%	315 42%	18 32%	285 41%	5 71%	23 48%	5 33%	160 39%	63 43%	49 49%	15 30%
Increase of 3-4%	93 11%	9 10%	65 12%	19 10%	86 11%	6 11%	76 11%	0 0%	4 8%	1 7%	50 12%	11 8%	11 11%	10 +20% m
Increase of 5-6%	27 3%	6 7%	18 3%	3 2%	22 3%	5 +9% e	22 3%	0 0%	0 0%	0 0%	12 3%	6 4%	2 2%	4 8%
Increase of 7-10%	20 2%	1 1%	15 3%	4 2%	19 3%	1 2%	15 2%	1 14%	1 2%	0 0%	12 3%	2 1%	1 1%	3 6%
Increase of 11% or more	19 2%	3 3%	12 2%	4 2%	14 -2% d	3 5%	14 2%	0 0%	2 4%	0 0%	6 1%	6 4%	1 1%	3 6%
No change	320 38%	28 31%	205 38%	87 44%	289 38%	24 42%	270 39%	1 14%	18 38%	9 60%	165 40%	57 39%	35 35%	14 28%
It decreased	11 1%	1 1%	7 1%	3 2%	11 1%	0 0%	10 1%	0 0%	0 0%	0 0%	5 1%	1 1%	2 2%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 13 (continuation)

In your last pay review, what was the size of your salary increase if any?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	833	771	11	539	458	329	357	224	357
It increased by 1-2%	343 41%	321 42%	1 9%	227 42%	182 40%	130 40%	148 41%	83 37%	138 39%
Increase of 3-4%	93 11%	90 12%	1 9%	67 12%	63 +14% d	47 +14% e	48 13%	31 14%	51 +14% h
Increase of 5-6%	27 3%	26 3%	0 0%	18 3%	20 +4% d	12 4%	13 4%	12 +5% g	16 4%
Increase of 7-10%	20 2%	19 2%	0 0%	11 2%	13 3%	11 3%	11 3%	7 3%	12 3%
Increase of 11% or more	19 2%	16 2%	0 0%	12 2%	9 2%	5 2%	9 3%	8 4%	5 1%
No change	320 38%	292 38%	9 82%	201 37%	167 36%	123 37%	124 35%	81 36%	130 36%
It decreased	11 1%	7 -1% a	0 0%	3 -1% c	4 1%	1 -*% e	4 1%	2 1%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 13 (continuation)

In your last pay review, what was the size of your salary increase if any?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	833	193	273	103	86	91	33	125	79	3	415	601	759	46
It increased by 1-2%	343 41%	83 43%	112 41%	57 +55% c	36 42%	38 42%	10 30%	59 47%	27 34%	0 0%	179 43%	238 40%	312 41%	19 41%
Increase of 3-4%	93 11%	18 9%	38 14%	7 7%	6 7%	11 12%	5 15%	13 10%	11 14%	1 33%	48 12%	66 11%	83 11%	5 11%
Increase of 5-6%	27 3%	5 3%	11 4%	1 1%	3 3%	3 3%	1 3%	1 1%	3 4%	0 0%	15 4%	21 3%	24 3%	2 4%
Increase of 7-10%	20 2%	7 4%	7 3%	0 0%	0 0%	2 2%	0 0%	1 1%	1 1%	0 0%	9 2%	11 2%	19 3%	1 2%
Increase of 11% or more	19 2%	4 2%	6 2%	2 2%	0 0%	2 2%	3 +9% f	2 2%	3 4%	0 0%	10 2%	12 2%	18 2%	0 0%
No change	320 38%	74 38%	97 36%	33 32%	41 48%	34 37%	12 36%	48 38%	33 42%	2 67%	149 36%	244 +41% k	292 38%	19 41%
It decreased	11 1%	2 1%	2 1%	3 3%	0 0%	1 1%	2 +6% f	1 1%	1 1%	0 0%	5 1%	9 1%	11 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 14

Which of the following benefits does your current employment package include?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	843	185	614	349	479	573	226	47	124	215	429	47	292	226	272
Paid overtime	116 14%	25 14%	89 14%	57 16%	54 -11% d	67 -12% e	47 +21% f	5 11%	21 17%	23 11%	62 14%	18 +38% k	58 +20% l	28 12%	10 -4% n
Company car or car allowance	260 31%	109 +59% a	145 -24% b	84 -24% c	172 +36% d	219 +38% e	35 -15% f	13 28%	26 -21% h	43 -20% i	168 +39% j	6 -13% k	57 -20% l	75 33%	122 +45% n
Petrol allowance	151 18%	41 22%	102 17%	54 15%	94 20%	96 17%	47 21%	11 23%	17 14%	36 17%	80 19%	16 +34% k	49 17%	44 19%	40 15%
Pension scheme	742 88%	154 -83% a	555 +90% b	304 87%	425 89%	502 88%	207 92%	34 -72% g	108 87%	199 +93% i	384 90%	31 -66% k	259 89%	201 89%	247 91%
Health plan	418 50%	104 +56% a	306 50%	166 48%	250 52%	366 +64% e	44 -19% f	13 -28% g	62 50%	125 +58% i	205 48%	10 -21% k	107 -37% l	117 52%	182 +67% n
Guaranteed bonus	32 4%	7 4%	24 4%	12 3%	20 4%	26 5%	5 2%	3 6%	6 5%	7 3%	14 3%	0 0%	11 4%	7 3%	14 5%
Performance-related bonus	366 43%	93 +50% a	267 43%	138 40%	224 +47% d	311 +54% e	49 -22% f	17 36%	50 40%	96 45%	195 45%	10 -21% k	87 -30% l	108 48%	160 +59% n
Profit share/share save schemes	145 17%	37 20%	104 17%	51 15%	92 19%	138 +24% e	3 -1% f	9 19%	25 20%	36 17%	71 17%	8 17%	35 -12% l	33 15%	69 +25% n
Other	33 4%	1 -1% a	31 +5% b	13 4%	20 4%	22 4%	10 4%	0 0%	5 4%	14 +7% i	13 3%	0 0%	11 4%	11 5%	11 4%
No / None / Nothing	16 2%	1 1%	10 2%	8 2%	8 2%	7 -1% e	4 2%	2 4%	3 2%	3 1%	4 -1% j	2 4%	7 2%	3 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 14 (continuation)

Which of the following benefits does your current employment package include?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		*a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	843	29	226	584	73	104	445	130	11	1	28	45	588	241
Paid overtime	116 14%	6 21%	47 +21% b	63 -11% c	22 +30% d	20 19%	51 -11% f	12 9%	2 18%	0 0%	2 7%	5 11%	78 13%	36 15%
Company car or car allowance	260 31%	6 21%	46 -20% b	208 +36% c	16 22%	21 -20% e	141 32%	49 38%	4 36%	1 100%	17 61%	10 22%	204 +35% l	53 -22% m
Petrol allowance	151 18%	8 28%	53 +23% b	90 -15% c	16 22%	18 17%	76 17%	21 16%	2 18%	0 0%	9 32%	7 16%	103 18%	45 19%
Pension scheme	742 88%	24 83%	196 87%	520 89%	64 88%	93 89%	395 89%	107 -82% g	10 91%	1 100%	26 93%	40 89%	514 87%	218 90%
Health plan	418 50%	9 31%	99 -44% b	308 +53% c	36 49%	52 50%	221 50%	63 48%	6 55%	1 100%	17 61%	21 47%	282 48%	132 55%
Guaranteed bonus	32 4%	0 0%	12 5%	20 3%	3 4%	5 5%	13 3%	6 5%	1 9%	0 0%	2 7%	2 4%	20 3%	11 5%
Performance-related bonus	366 43%	9 31%	90 40%	267 +46% c	27 37%	38 37%	196 44%	56 43%	9 82%	1 100%	17 61%	18 40%	256 44%	105 44%
Profit share/share save schemes	145 17%	1 3%	38 17%	106 18%	11 15%	17 16%	70 16%	25 19%	3 27%	0 0%	9 32%	10 22%	101 17%	42 17%
Other	33 4%	0 0%	9 4%	24 4%	4 5%	2 2%	18 4%	6 5%	0 0%	0 0%	0 0%	2 4%	30 +5% l	3 -1% m
No / None / Nothing	16 2%	0 0%	3 1%	11 2%	1 1%	2 2%	9 2%	3 2%	0 0%	0 0%	0 0%	1 2%	11 2%	5 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 14 (continuation)

Which of the following benefits does your current employment package include?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	843	93	556	194	765	58	697	7	49	16	411	147	101	51
Paid overtime	116 14%	21 +23% a	77 14% b	18 -9% c	109 14% d	3 -5% e	91 13% f	2 29% g	9 18% h	3 19% i	51 12% j	19 13% k	16 16% l	5 10% m
Company car or car allowance	260 31%	15 -16% a	187 +34% b	58 30% c	233 30% d	22 38% e	210 30% f	1 14% g	19 39% h	2 13% i	107 -26% j	48 33% k	39 39% l	23 +45% m
Petrol allowance	151 18%	21 23% a	95 17% b	35 18% c	136 18% d	13 22% e	115 -16% f	1 14% g	8 16% h	4 25% i	59 -14% j	26 18% k	20 20% l	19 +37% m
Pension scheme	742 88%	81 87% a	491 88% b	170 88% c	681 +89% d	44 -76% e	636 +91% f	7 100% g	41 84% h	8 50% i	379 +92% j	135 92% k	91 90% l	33 -65% m
Health plan	418 50%	49 53% a	278 50% b	91 47% c	371 -48% d	34 59% e	351 50% f	2 29% g	15 -31% h	3 19% i	230 +56% j	69 47% k	38 -38% l	36 +71% m
Guaranteed bonus	32 4%	5 5% a	18 3% b	9 5% c	28 4% d	4 7% e	23 3% f	0 0% g	3 6% h	0 0% i	14 3% j	8 5% k	0 -0% l	5 +10% m
Performance-related bonus	366 43%	49 53% a	250 45% b	67 -35% c	331 43% d	21 36% e	304 44% f	3 43% g	18 37% h	5 31% i	191 46% j	57 39% k	44 44% l	28 55% m
Profit share/share save schemes	145 17%	19 20% a	89 16% b	37 19% c	135 18% d	8 14% e	120 17% f	0 0% g	5 10% h	4 25% i	77 19% j	23 16% k	12 12% l	12 24% m
Other	33 4%	4 4% a	22 4% b	7 4% c	30 4% d	2 3% e	26 4% f	0 0% g	1 2% h	1 6% i	12 3% j	8 5% k	6 6% l	3 6% m
No / None / Nothing	16 2%	0 0% a	10 2% b	6 3% c	15 2% d	1 2% e	11 2% f	0 0% g	1 2% h	2 13% i	7 2% j	1 1% k	0 0% l	1 2% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 14 (continuation)

Which of the following benefits does your current employment package include?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	843	781	11	550	464	331	358	228	360
Paid overtime	116 14%	108 14%	2 18%	68 12%	71 15%	52 16%	47 13%	29 13%	48 13%
Company car or car allowance	260 31%	243 31%	4 36%	173 31%	141 30%	105 32%	130 +36% f	85 +37% g	143 +40% h
Petrol allowance	151 18%	141 18%	3 27%	96 17%	93 20%	70 +21% e	63 18%	43 19%	61 17%
Pension scheme	742 88%	695 +89% a	6 55%	496 +90% c	424 +91% d	302 +91% e	331 +92% f	204 89%	340 +94% h
Health plan	418 50%	391 50%	4 36%	281 51%	242 52%	169 51%	174 49%	121 53%	209 +58% h
Guaranteed bonus	32 4%	32 4%	0 0%	21 4%	23 5%	9 3%	6 -2% f	8 4%	16 4%
Performance-related bonus	366 43%	346 44%	3 27%	255 +46% c	209 45%	152 46%	164 46%	114 +50% g	191 +53% h
Profit share/share save schemes	145 17%	137 18%	0 0%	92 17%	91 +20% d	69 +21% e	62 17%	44 19%	77 +21% h
Other	33 4%	31 4%	1 9%	21 4%	19 4%	18 5%	15 4%	12 5%	11 3%
No / None / Nothing	16 2%	9 -1% a	3 27%	4 -1% c	3 -1% d	3 1%	3 1%	3 1%	1 -*% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 14 (continuation)

Which of the following benefits does your current employment package include?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	843	202	278	103	85	91	32	132	82	3	423	606	769	45
Paid overtime	116 14%	23 11%	46 17%	9 9%	10 12%	9 10%	0 -0% f	30 +23% g	12 15%	0 0%	65 15%	90 15%	107 14%	5 11%
Company car or car allowance	260 31%	54 27%	77 28%	38 37%	33 39%	23 25%	15 +47% f	35 27%	29 35%	0 0%	131 31%	187 31%	241 31%	10 22%
Petrol allowance	151 18%	27 13%	52 19%	17 17%	15 18%	11 12%	12 +38% f	23 17%	13 16%	1 33%	76 18%	102 17%	135 18%	10 22%
Pension scheme	742 88%	178 88%	245 88%	91 88%	76 89%	79 87%	28 88%	119 90%	71 87%	3 100%	367 87%	543 +90% k	676 88%	39 87%
Health plan	418 50%	92 46%	141 51%	44 43%	44 52%	42 46%	20 63%	63 48%	42 51%	0 0%	206 49%	307 51%	384 50%	22 49%
Guaranteed bonus	32 4%	7 3%	12 4%	2 2%	3 4%	4 4%	3 9%	3 2%	1 1%	0 0%	17 4%	24 4%	29 4%	2 4%
Performance-related bonus	366 43%	89 44%	123 44%	38 37%	39 46%	39 43%	12 38%	51 39%	38 46%	1 33%	188 44%	260 43%	336 44%	22 49%
Profit share/share save schemes	145 17%	24 -12% a	45 16%	22 21%	20 24%	19 21%	5 16%	30 23%	17 21%	0 0%	69 16%	110 18%	136 18%	4 9%
Other	33 4%	11 5%	8 3%	3 3%	7 +8% d	3 3%	1 3%	3 2%	3 4%	0 0%	13 3%	28 5%	31 4%	2 4%
No / None / Nothing	16 2%	2 1%	5 2%	2 2%	1 1%	4 4%	0 0%	2 2%	2 2%	0 0%	10 2%	11 2%	16 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 15

What was the approximate value of your last annual bonus?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	787	172	574	324	450	536	210	43	116	202	400	43	269	214	257
I don't receive a bonus	346 44%	55 -32%	259 45%	160 +49%	179 -40%	168 -31%	146 +70%	18 42%	54 47%	90 45%	173 43%	29 +67%	144 +54%	88 41%	81 -32%
Less than £999	90 11%	20 12%	68 12%	37 11%	51 11%	59 11%	29 14%	7 16%	16 14%	18 9%	43 11%	11 +26%	53 +20%	19 9%	7 -3%
£1,000-£4,999	179 23%	48 28%	129 22%	65 20%	113 25%	154 +29%	23 -11%	7 16%	22 19%	44 22%	101 25%	3 -7%	66 25%	74 +35%	36 -14%
£5,000-£9,999	87 11%	16 9%	68 12%	39 12%	46 10%	74 +14%	10 -5%	6 14%	13 11%	23 11%	43 11%	0 -0%	5 -2%	27 13%	55 +21%
£10,000-£14,999	28 4%	14 +8%	13 -2%	5 -2%	23 +5%	27 +5%	0 -0%	2 5%	3 3%	13 +6%	10 3%	0 0%	1 -*%	5 2%	22 +9%
£15,000-£19,999	17 2%	8 +5%	9 2%	7 2%	10 2%	17 +3%	0 -0%	0 0%	3 3%	3 1%	11 3%	0 0%	0 -0%	0 -0%	17 +7%
£20,000-£29,999	19 2%	5 3%	14 2%	7 2%	11 2%	18 +3%	1 -*%	2 5%	1 1%	6 3%	9 2%	0 0%	0 -0%	1 -*%	18 +7%
£30,000+	21 3%	6 3%	14 2%	4 -1%	17 +4%	19 +4%	1 -*%	1 2%	4 3%	5 2%	10 3%	0 0%	0 -0%	0 -0%	21 +8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 15 (continuation)

What was the approximate value of your last annual bonus?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		*a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	787	27	213	544	68	99	410	121	10	1	29	44	546	228
I don't receive a bonus	346 44%	13 48%	101 47%	229 42%	36 53%	46 46%	173 42%	60 50%	0 0%	0 0%	10 34%	20 45%	246 45%	93 41%
Less than £999	90 11%	9 33%	27 13%	54 -10% c	9 13%	22 +22% e	47 11%	7 -6% g	0 0%	0 0%	0 0%	5 11%	49 -9% l	39 +17% m
£1,000-£4,999	179 23%	3 11%	53 25%	123 23%	13 19%	21 21%	102 25%	24 20%	1 10%	1 100%	4 14%	9 20%	115 21%	61 27%
£5,000-£9,999	87 11%	0 0%	23 11%	64 12%	5 7%	6 6%	55 +13% f	12 10%	4 40%	0 0%	2 7%	3 7%	66 12%	20 9%
£10,000-£14,999	28 4%	0 0%	3 -1% b	25 +5% c	2 3%	2 2%	13 3%	4 3%	1 10%	0 0%	4 14%	2 5%	25 +5% l	3 -1% m
£15,000-£19,999	17 2%	0 0%	0 -0% b	17 +3% c	1 1%	0 0%	7 2%	5 4%	0 0%	0 0%	3 10%	1 2%	13 2%	4 2%
£20,000-£29,999	19 2%	0 0%	4 2%	15 3%	1 1%	2 2%	8 2%	3 2%	1 10%	0 0%	2 7%	2 5%	15 3%	4 2%
£30,000+	21 3%	2 7%	2 1%	17 3%	1 1%	0 0%	5 -1% f	6 5%	3 30%	0 0%	4 14%	2 5%	17 3%	4 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 15 (continuation)

What was the approximate value of your last annual bonus?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	787	88	526	173	714	54	654	7	42	16	386	137	95	47
I don't receive a bonus	346 44%	35 40%	235 45%	76 44%	319 45%	22 41%	285 44%	4 57%	20 48%	12 75%	150 -39% j	65 47%	51 +54% l	15 32%
Less than £999	90 11%	14 16%	53 10%	23 13%	79 11%	9 17%	76 12%	1 14%	6 14%	2 13%	48 12%	15 11%	9 9%	2 4%
£1,000-£4,999	179 23%	23 26%	125 24%	31 18%	161 23%	11 20%	152 23%	2 29%	8 19%	1 6%	87 23%	35 26%	21 22%	10 21%
£5,000-£9,999	87 11%	15 17%	51 10%	21 12%	79 11%	7 13%	78 12%	0 0%	6 14%	0 0%	54 +14% j	11 8%	12 13%	3 6%
£10,000-£14,999	28 4%	0 0%	21 4%	7 4%	25 4%	2 4%	19 -3% f	0 0%	2 5%	1 6%	14 4%	3 2%	2 2%	5 +11% m
£15,000-£19,999	17 2%	0 0%	15 3%	2 1%	17 2%	0 0%	13 2%	0 0%	0 0%	0 0%	9 2%	4 3%	0 0%	4 +9% m
£20,000-£29,999	19 2%	1 1%	14 3%	4 2%	17 2%	0 0%	15 2%	0 0%	0 0%	0 0%	14 +4% j	1 1%	0 0%	4 +9% m
£30,000+	21 3%	0 0%	12 2%	9 +5% c	17 2%	3 6%	16 2%	0 0%	0 0%	0 0%	10 3%	3 2%	0 0%	4 +9% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 15 (continuation)

What was the approximate value of your last annual bonus?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	787	729	11	516	437	312	338	213	342
I don't receive a bonus	346 44%	315 43%	7 64%	215 42%	187 43%	132 42%	147 43%	87 41%	124 -36% h
Less than £999	90 11%	81 11%	1 9%	62 12%	47 11%	35 11%	43 13%	20 9%	27 -8% h
£1,000-£4,999	179 23%	171 23%	0 0%	124 24%	102 23%	75 24%	81 24%	51 24%	90 +26% h
£5,000-£9,999	87 11%	81 11%	2 18%	60 12%	50 11%	32 10%	33 10%	18 8%	48 +14% h
£10,000-£14,999	28 4%	28 4%	0 0%	23 4%	19 4%	18 +6% e	11 3%	16 +8% g	19 +6% h
£15,000-£19,999	17 2%	16 2%	0 0%	10 2%	7 2%	2 -1% e	8 2%	3 1%	12 +4% h
£20,000-£29,999	19 2%	17 2%	0 0%	12 2%	12 3%	7 2%	8 2%	6 3%	11 3%
£30,000+	21 3%	20 3%	1 9%	10 2%	13 3%	11 4%	7 2%	12 +6% g	11 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 15 (continuation)

What was the approximate value of your last annual bonus?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	787	189	258	96	79	85	31	119	78	3	397	564	720	44
I don't receive a bonus	346 44%	89 47%	108 42%	46 48%	36 46%	41 48%	15 48%	51 43%	37 47%	2 67%	170 43%	253 45%	316 44%	18 41%
Less than £999	90 11%	17 9%	31 12%	8 8%	5 6%	7 8%	0 -0% f	17 14%	5 6%	0 0%	43 11%	60 11%	80 11%	7 16%
£1,000-£4,999	179 23%	31 -16% a	67 26%	17 18%	15 19%	14 16%	6 19%	33 28%	13 17%	0 0%	96 24%	124 22%	160 22%	13 30%
£5,000-£9,999	87 11%	24 13%	31 12%	11 11%	13 16%	5 6%	4 13%	10 8%	12 15%	1 33%	47 12%	64 11%	84 12%	2 5%
£10,000-£14,999	28 4%	8 4%	7 3%	7 +7% c	1 1%	4 5%	1 3%	4 3%	1 1%	0 0%	14 4%	21 4%	27 4%	1 2%
£15,000-£19,999	17 2%	4 2%	5 2%	2 2%	4 5%	2 2%	0 0%	2 2%	5 +6% h	0 0%	6 2%	12 2%	16 2%	1 2%
£20,000-£29,999	19 2%	7 4%	5 2%	1 1%	3 4%	3 4%	3 +10% f	2 2%	2 3%	0 0%	8 2%	14 2%	17 2%	1 2%
£30,000+	21 3%	9 +5% a	4 2%	4 4%	2 3%	9 +11% e	2 6%	0 0%	3 4%	0 0%	13 3%	16 3%	20 3%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 16

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	849	188	617	351	482	576	229	47	122	216	433	50	295	225	273
Career prospects	177 21%	58 +31% a	115 -19% b	79 23%	96 20%	134 +23% e	39 17%	5 11%	25 20%	38 18%	103 +24% j	17 +34% k	67 23%	38 17%	54 20%
Salary	407 48%	89 47%	301 49%	172 49%	228 47%	300 +52% e	90 -39% f	21 45%	53 43%	101 47%	218 50%	17 -34% k	142 48%	114 51%	131 48%
Location	181 21%	35 19%	140 23%	83 24%	93 19%	126 22%	49 21%	7 15%	29 24%	49 23%	92 21%	11 22%	77 +26% l	49 22%	44 -16% n
Degree of responsibility	161 19%	33 18%	120 19%	64 18%	92 19%	126 +22% e	27 -12% f	12 26%	32 +26% h	40 19%	73 17%	9 18%	37 -13% l	34 15%	81 +30% n
Job security	304 36%	77 41%	216 35%	127 36%	172 36%	196 34%	97 +42% f	9 -19% g	40 33%	70 32%	177 +41% j	21 42%	111 38%	90 40%	80 -29% n
Training	33 4%	8 4%	23 4%	17 5%	16 3%	21 4%	10 4%	2 4%	8 7%	10 5%	12 3%	6 +12% k	18 +6% l	4 2%	5 -2% n
Challenging/interesting work	319 38%	55 -29% a	243 39%	121 34%	190 39%	213 37%	85 37%	19 40%	50 41%	80 37%	160 37%	9 -18% k	97 -33% l	78 35%	135 +49% n
Fringe benefits/perks	8 1%	2 1%	6 1%	5 1%	3 1%	7 1%	1 *% f	0 0%	4 +3% h	1 *%	3 1%	1 2%	4 1%	0 0%	3 1%
Quality of your physical working environment	22 3%	3 2%	17 3%	13 4%	9 2%	14 2%	6 3%	1 2%	4 3%	6 3%	10 2%	0 0%	9 3%	7 3%	6 2%
Personal recognition	63 7%	16 9%	44 7%	21 6%	40 8%	43 7%	17 7%	4 9%	13 11%	12 6%	31 7%	3 6%	14 -5% l	19 8%	27 10%
Relationship with your colleagues	163 19%	32 17%	118 19%	63 18%	97 20%	106 18%	44 19%	10 21%	24 20%	47 22%	75 17%	11 22%	52 18%	39 17%	59 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPPI c	Not within PFI/PPPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	849	188	617	351	482	576	229	47	122	216	433	50	295	225	273
Relationship with your line manager	101 12%	23 12%	74 12%	47 13%	54 11%	73 13%	24 10%	5 11%	18 15%	25 12%	45 10%	8 16%	31 11%	26 12%	36 13%
Holiday entitlement	45 5%	7 4%	38 6%	24 7%	21 4%	23 -4% e	22 +10% f	3 6%	5 4%	10 5%	26 6%	6 +12% k	17 6%	12 5%	8 -3% n
Final salary pension	57 7%	5 -3% a	48 +8% b	29 8%	26 5%	15 -3% e	38 +17% f	1 2%	4 3%	12 6%	38 +9% j	2 4%	17 6%	22 +10% m	14 5%
Health cover	14 2%	2 1%	11 2%	4 1%	10 2%	10 2%	3 1%	0 0%	2 2%	4 2%	6 1%	0 0%	5 2%	3 1%	6 2%
Opportunity to work flexibly, by location or time	162 19%	40 21%	113 18%	54 -15% c	106 +22% d	110 19%	43 19%	12 26%	17 14%	52 +24% i	75 17%	6 12%	66 22%	37 16%	52 19%
Work-life balance	265 31%	58 31%	190 31%	112 32%	148 31%	175 30%	73 32%	15 32%	31 25%	77 36%	132 30%	19 38%	100 34%	77 34%	67 -25% n
Other	5 1%	4 +2% a	1 -*% b	1 *% c	4 1% d	4 1% e	1 *% f	1 2% g	0 0% h	1 *% i	3 1% j	0 0% k	3 1% l	0 0% m	2 1% n
No / None / Nothing	1 *% o	0 0% p	0 0% q	0 0% r	1 *% s	0 0% t	0 0% u	0 0% v	0 0% w	0 0% x	0 0% y	0 0% z	0 0% aa	0 0% ab	0 0% ac

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	849	31	227	588	73	107	440	131	11	2	30	48	588	245
Career prospects	177 21%	8 26%	67 +30% b	102 -17% c	14 19%	24 22%	83 19%	28 21%	1 9%	1 50%	6 20%	18 +38% k	133 23%	43 18%
Salary	407 48%	15 48%	104 46%	287 49%	38 52%	56 52%	211 48%	61 47%	5 45%	2 100%	12 40%	18 38%	288 49%	109 44%
Location	181 21%	5 16%	59 +26% b	116 20%	18 25%	23 21%	104 24%	22 17%	0 0%	1 50%	4 13%	8 17%	125 21%	53 22%
Degree of responsibility	161 19%	5 16%	46 20%	109 19%	12 16%	20 19%	81 18%	32 24%	4 36%	0 0%	8 27%	4 8%	124 +21% l	34 -14% m
Job security	304 36%	8 26%	84 37%	212 36%	23 32%	42 39%	157 36%	45 34%	4 36%	0 0%	14 47%	18 38%	222 38%	80 33%
Training	33 4%	1 3%	18 +8% b	13 -2% c	6 +8% d	9 +8% e	11 -3% f	2 2%	0 0%	0 0%	0 0%	4 8%	21 4%	10 4%
Challenging/interesting work	319 38%	13 42%	66 -29% b	240 +41% c	26 36%	39 36%	167 38%	52 40%	6 55%	0 0%	13 43%	14 29%	215 37%	101 41%
Fringe benefits/perks	8 1%	0 0%	3 1%	5 1%	2 3%	1 1%	3 1%	0 0%	0 0%	0 0%	0 0%	2 +4% k	2 -1% l	6 +2% m
Quality of your physical working environment	22 3%	2 6%	3 1%	16 3%	3 4%	3 3%	12 3%	2 2%	0 0%	0 0%	1 3%	0 0%	17 3%	5 2%
Personal recognition	63 7%	1 3%	12 5%	50 9%	4 5%	6 6%	34 8%	12 9%	3 27%	0 0%	2 7%	2 4%	49 8%	13 5%
Relationship with your colleagues	163 19%	8 26%	47 21%	108 18%	13 18%	22 21%	85 19%	18 14%	2 18%	0 0%	9 30%	12 25%	105 18%	51 21%
Relationship with your line manager	101 12%	5 16%	30 13%	66 11%	10 14%	16 15%	45 10%	18 14%	0 0%	1 50%	3 10%	7 15%	54 -9% l	44 +18% m
Holiday entitlement	45 5%	2 6%	17 7%	26 4%	7 10%	8 7%	16 -4% f	8 6%	1 9%	0 0%	1 3%	3 6%	26 4%	18 7%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER		
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	849	31	227	588	73	107	440	131	11	2	30	48	588	245
Final salary pension	57 7%	0 0%	9 4%	48 +8% c	6 8%	3 3%	31 7%	12 9%	1 9%	0 0%	2 7%	2 4%	39 7%	17 7%
Health cover	14 2%	0 0%	3 1%	11 2%	1 1%	1 1%	6 1%	0 0%	2 18%	0 0%	2 +7% j	2 4%	9 2%	4 2%
Opportunity to work flexibly, by location or time	162 19%	5 16%	41 18%	115 20%	8 11%	20 19%	90 20%	28 21%	0 0%	0 0%	4 13%	10 21%	101 -17% l	59 +24% m
Work-life balance	265 31%	12 39%	58 -26% b	195 33%	20 27%	23 -21% e	148 34%	44 34%	2 18%	1 50%	6 20%	19 40%	181 31%	78 32%
Other	5 1%	1 3%	2 1%	2 *%	2 +3% d	0 0%	1 *%	0 0%	0 0%	0 0%	1 +3% j	1 2%	4 1%	1 *%
No / None / Nothing	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	849	95	555	199	769	60	703	7	49	15	416	148	103	52
Career prospects	177 21%	41 +43% a	123 22%	13 -7% c	150 -20% d	21 +35% e	141 20%	0 0%	8 16%	5 33%	82 20%	21 -14% k	35 +34% l	17 +33% m
Salary	407 48%	63 +66% a	265 48%	79 -40% c	360 -47% d	34 57% e	342 49%	1 14%	25 51%	6 40%	216 +52% j	60 -41% k	47 46%	23 44%
Location	181 21%	19 20%	117 21%	45 23%	172 +22% d	6 -10% e	155 22%	1 14%	13 27%	2 13%	88 21%	35 24%	23 22%	5 -10% m
Degree of responsibility	161 19%	16 17%	97 17%	48 +24% c	144 19%	11 18%	132 19%	1 14%	8 16%	3 20%	84 20%	29 20%	13 13%	14 27%
Job security	304 36%	33 35%	200 36%	71 36%	280 36%	17 28%	244 35%	6 86%	24 +49% h	6 40%	140 34%	56 38%	33 32%	17 33%
Training	33 4%	12 +13% a	17 3%	4 2%	28 4%	3 5%	27 4%	0 0%	1 2%	2 13%	16 4%	6 4%	3 3%	2 4%
Challenging/interesting work	319 38%	22 -23% a	215 39%	82 41%	291 38%	21 35%	267 38%	1 14%	19 39%	6 40%	161 39%	61 41%	32 31%	14 27%
Fringe benefits/perks	8 1%	1 1%	5 1%	2 1%	7 1%	1 2%	3 -**% f	0 0%	1 2%	0 0%	3 1%	0 0%	0 0%	2 +4% m
Quality of your physical working environment	22 3%	2 2%	15 3%	5 3%	21 3%	1 2%	20 3%	0 0%	1 2%	0 0%	15 4%	4 3%	1 1%	1 2%
Personal recognition	63 7%	1 -1% a	42 8%	20 10%	57 7%	4 7%	51 7%	0 0%	4 8%	1 7%	31 7%	9 6%	9 9%	6 12%
Relationship with your colleagues	163 19%	16 17%	105 19%	42 21%	149 19%	13 22%	140 20%	1 14%	9 18%	2 13%	86 21%	29 20%	17 17%	8 15%
Relationship with your line manager	101 12%	9 9%	74 13%	18 9%	87 11%	11 18%	90 13%	0 0%	1 -2% h	0 0%	51 12%	21 14%	13 13%	9 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	849	95	555	199	769	60	703	7	49	15	416	148	103	52
Holiday entitlement	45 5%	5 5%	34 6%	6 3%	43 6%	2 3%	36 5%	2 29%	0 0%	0 0%	22 5%	9 6%	3 3%	5 10%
Final salary pension	57 7%	1 -1%	31 6%	25 +13%	56 +7%	0 -0%	45 6%	2 29%	5 10%	0 0%	20 -5%	11 7%	12 +12%	2 4%
Health cover	14 2%	1 1%	7 1%	6 3%	14 2%	0 0%	12 2%	0 0%	0 0%	0 0%	6 1%	4 3%	2 2%	2 4%
Opportunity to work flexibly, by location or time	162 19%	20 21%	102 18%	40 20%	149 19%	8 13%	134 19%	3 43%	10 20%	3 20%	78 19%	29 20%	20 19%	9 17%
Work-life balance	265 31%	17 -18%	189 +34%	59 30%	240 31%	21 35%	220 31%	3 43%	13 27%	7 47%	126 30%	48 32%	36 35%	16 31%
Other	5 1%	0 0%	3 1%	2 1%	4 1%	1 2%	5 1%	0 0%	0 0%	0 0%	2 *%	2 1%	0 0%	0 0%
No / None / Nothing	1 *%	0 0%	0 0%	1 1%	1 *%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	849	787	11	550	466	335	365	230	366
Career prospects	177 21%	163 21%	3 27%	116 21%	91 20%	65 19%	71 19%	51 22%	79 22%
Salary	407 48%	372 47%	6 55%	271 49%	226 48%	145 -43% e	167 46%	103 45%	168 46%
Location	181 21%	167 21%	2 18%	114 21%	96 21%	70 21%	75 21%	47 20%	69 19%
Degree of responsibility	161 19%	149 19%	2 18%	96 17%	93 20%	67 20%	76 21%	54 +23% g	74 20%
Job security	304 36%	289 +37% a	2 18%	207 38%	164 35%	126 38%	139 38%	80 35%	133 36%
Training	33 4%	31 4%	0 0%	20 4%	16 3%	10 3%	13 4%	5 2%	10 3%
Challenging/interesting work	319 38%	300 38%	5 45%	210 38%	197 +42% d	140 +42% e	162 +44% f	103 +45% g	154 +42% h
Fringe benefits/perks	8 1%	7 1%	0 0%	7 1%	4 1%	1 *0%	1 *0%	3 1%	4 1%
Quality of your physical working environment	22 3%	20 3%	1 9%	15 3%	13 3%	6 2%	6 2%	4 2%	11 3%
Personal recognition	63 7%	57 7%	2 18%	37 7%	31 7%	26 8%	26 7%	17 7%	24 7%
Relationship with your colleagues	163 19%	151 19%	1 9%	114 21%	89 19%	71 21%	73 20%	52 23%	78 21%
Relationship with your line manager	101 12%	95 12%	0 0%	68 12%	58 12%	41 12%	41 11%	27 12%	44 12%
Holiday entitlement	45 5%	42 5%	0 0%	25 5%	21 5%	21 6%	14 4%	3 -1% g	13 -4% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	849	787	11	550	466	335	365	230	366
Final salary pension	57 7%	54 7%	0 0%	34 6%	33 7%	27 8%	30 8%	17 7%	25 7%
Health cover	14 2%	13 2%	0 0%	9 2%	8 2%	5 1%	4 1%	6 3%	6 2%
Opportunity to work flexibly, by location or time	162 19%	148 19%	3 27%	100 18%	81 17%	63 19%	65 18%	44 19%	70 19%
Work-life balance	265 31%	250 32%	4 36%	178 32%	146 31%	104 31%	106 29%	61 27%	119 33%
Other	5 1%	5 1%	0 0%	5 1%	5 +1% d	2 1%	3 1%	3 1%	2 1%
No / None / Nothing	1 *%	0 -0% a	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	849	203	280	100	86	92	32	129	81	3	423	612	773	46
Career prospects	177 21%	43 21%	65 23%	13 -13% c	20 23%	23 25%	9 28%	29 22%	12 15%	1 33%	94 22%	130 21%	169 +22% l	6 13%
Salary	407 48%	89 44%	139 50%	44 44%	42 49%	40 43%	16 50%	61 47%	40 49%	0 0%	211 50%	283 46%	362 -47% l	27 59%
Location	181 21%	29 -14% a	58 21%	25 25%	19 22%	22 24%	6 19%	28 22%	14 17%	1 33%	88 21%	134 22%	166 21%	10 22%
Degree of responsibility	161 19%	48 24%	53 19%	22 22%	18 21%	24 26%	8 25%	22 17%	16 20%	0 0%	74 17%	125 20%	151 20%	4 9%
Job security	304 36%	68 33%	112 40%	34 34%	32 37%	26 28%	10 31%	47 36%	27 33%	2 67%	161 38%	217 35%	279 36%	14 30%
Training	33 4%	5 2%	9 3%	1 1%	3 3%	1 1%	0 0%	5 4%	1 1%	0 0%	11 3%	22 4%	27 3%	4 9%
Challenging/interesting work	319 38%	86 42%	100 36%	46 46%	35 41%	43 47%	16 50%	39 30%	36 44%	1 33%	155 37%	244 +40% k	295 38%	15 33%
Fringe benefits/perks	8 1%	3 1%	3 1%	2 2%	1 1%	1 1%	0 0%	0 0%	2 2%	0 0%	4 1%	6 1%	7 1%	1 2%
Quality of your physical working environment	22 3%	6 3%	8 3%	3 3%	1 1%	0 0%	0 0%	2 2%	2 2%	0 0%	11 3%	14 2%	20 3%	1 2%
Personal recognition	63 7%	15 7%	24 9%	7 7%	12 +14% d	5 5%	2 6%	7 5%	11 +14% h	0 0%	34 8%	43 7%	58 8%	2 4%
Relationship with your colleagues	163 19%	38 19%	50 18%	15 15%	17 20%	16 17%	6 19%	19 15%	15 19%	1 33%	75 18%	114 19%	144 19%	11 24%
Relationship with your line manager	101 12%	37 +18% a	42 15%	6 6%	4 -5% d	12 13%	3 9%	16 12%	10 12%	1 33%	52 12%	73 12%	92 12%	7 15%
Holiday entitlement	45 5%	8 4%	13 5%	2 2%	3 3%	6 7%	3 9%	12 +9% g	3 4%	0 0%	20 5%	30 5%	42 5%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 16 (continuation)

Please indicate which of the following are currently most important to you in relation to your employment with your organisation?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	849	203	280	100	86	92	32	129	81	3	423	612	773	46
Final salary pension	57 7%	16 8%	14 5%	12 +12% c	4 5%	7 8%	2 6%	16 +12% g	7 9%	0 0%	27 6%	41 7%	53 7%	1 2%
Health cover	14 2%	2 1%	4 1%	0 0%	2 2%	3 3%	2 +6% f	5 +4% g	3 4%	0 0%	6 1%	11 2%	13 2%	1 2%
Opportunity to work flexibly, by location or time	162 19%	41 20%	43 15%	17 17%	16 19%	12 13%	4 13%	25 19%	11 14%	1 33%	71 17%	119 19%	145 19%	12 26%
Work-life balance	265 31%	55 27%	87 31%	40 +40% c	24 28%	27 29%	7 22%	48 37%	27 33%	1 33%	146 +35% j	190 31%	244 32%	15 33%
Other	5 1%	1 *%	1 *%	0 0%	1 1%	0 0%	2 +6% f	1 1%	0 0%	0 0%	2 *%	4 1%	4 1%	0 0%
No / None / Nothing	1 *%	0 0%	0 0%	1 +1% c	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 17

Summary: Q18. Please indicate the degree to which you agree with the following statements about your current employer:

Base: All Respondents (Valid Responses)

	Total	Strongly agree	Agree	Disagree	Strongly disagree	Summary: Agree	Summary: Disagree	Base for Stats	Mean	Standard Error
Offers excellent succession planning and career opportunities	858	101 12%	372 43%	295 34%	90 10%	473 55%	385 45%	858	2.44	*
Always encourages diversity and inclusion	859	362 42%	426 50%	53 6%	18 2%	788 92%	71 8%	859	1.68	*
Engenders a high degree of staff morale and a strong sense of belonging	856	214 25%	468 55%	140 16%	34 4%	682 80%	174 20%	856	1.99	*
Does everything to empower staff to make their own decisions	858	159 19%	477 56%	192 22%	30 3%	636 74%	222 26%	858	2.11	*
Has a strong public image and performs well against competitors	854	323 38%	459 54%	59 7%	13 2%	782 92%	72 8%	854	1.72	*
Committed to employee personal and professional development	854	222 26%	468 55%	139 16%	25 3%	690 81%	164 19%	854	1.96	*
Offers exit interviews to all staff who leave the organisation	848	214 25%	397 47%	176 21%	61 7%	611 72%	237 28%	848	2.10	*
Offers a competitive salary and package compared to other organisations in the market	855	134 16%	454 53%	221 26%	46 5%	588 69%	267 31%	855	2.21	*
Offers staff the opportunity to work flexibly, both in terms of time and location, where possible	859	271 32%	471 55%	92 11%	25 3%	742 86%	117 14%	859	1.85	*
It's a great place to work	856	253 30%	500 58%	83 10%	20 2%	753 88%	103 12%	856	1.85	*
They treat staff fairly	848	243 29%	489 58%	92 11%	24 3%	732 86%	116 14%	848	1.88	*

Table 18

Q18A. Please indicate the degree to which you agree with the following statements about your current employer: Offers excellent succession planning and career opportunities

Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases		858	189	625	354	488	581	233	48	126	218	438	50	301	227	275
Strongly agree	(1)	101 12%	38 +20%	58 -9%	38 11%	60 12%	78 +13%	18 -8%	9 19%	11 9%	19 9%	56 13%	5 10%	31 10%	29 13%	36 13%
Agree	(2)	372 43%	90 48%	266 43%	140 40%	226 +46%	265 46%	91 39%	20 42%	58 46%	94 43%	188 43%	18 36%	125 42%	85 -37%	143 +52%
Disagree	(3)	295 34%	48 -25%	228 +36%	142 +40%	147 -30%	184 -32%	92 39%	12 25%	44 35%	81 37%	150 34%	17 34%	105 35%	91 +40%	80 -29%
Strongly disagree	(4)	90 10%	13 7%	73 12%	34 10%	55 11%	54 9%	32 14%	7 15%	13 10%	24 11%	44 10%	10 +20%	40 +13%	22 10%	16 -6%
Summary: Agree		473 55%	128 +68%	324 -52%	178 -50%	286 +59%	343 +59%	109 -47%	29 60%	69 55%	113 52%	244 56%	23 46%	156 52%	114 50%	179 +65%
Summary: Disagree		385 45%	61 -32%	301 +48%	176 +50%	202 -41%	238 -41%	124 +53%	19 40%	57 45%	105 48%	194 44%	27 54%	145 48%	113 50%	96 -35%
Base for stats		858	189	625	354	488	581	233	48	126	218	438	50	301	227	275
Mean		2.44	-2.19	+2.51	2.49	2.40	-2.37	+2.59	2.35	2.47	2.50	2.42	2.64	+2.51	2.47	-2.28
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 18 (continuation)

Q18A. Please indicate the degree to which you agree with the following statements about your current employer: Offers excellent succession planning and career opportunities

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	858	32	231	592	74	107	450	130	11	2	30	47	592	250
Strongly agree (1)	101 12%	7 22%	32 14%	61 -10% c	10 14%	14 13%	46 10%	14 11%	5 45%	0 0%	6 20%	6 13%	77 13%	23 9%
Agree (2)	372 43%	15 47%	92 40%	264 45%	40 54%	39 36%	188 42%	58 45%	3 27%	2 100%	19 +63% j	19 40%	245 41%	118 47%
Disagree (3)	295 34%	7 22%	77 33%	210 35%	18 24%	38 36%	167 37%	52 40%	2 18%	0 0%	3 -10% j	12 26%	210 35%	79 32%
Strongly disagree (4)	90 10%	3 9%	30 13%	57 10%	6 8%	16 15%	49 11%	6 -5% g	1 9%	0 0%	2 7%	10 +21% k	60 10%	30 12%
Summary: Agree	473 55%	22 69%	124 54%	325 55%	50 +68% d	53 50%	234 52%	72 55%	8 73%	2 100%	25 +83% j	25 53%	322 54%	141 56%
Summary: Disagree	385 45%	10 31%	107 46%	267 45%	24 -32% d	54 50%	216 48%	58 45%	3 27%	0 0%	5 -17% j	22 47%	270 46%	109 44%
Base for stats	858	32	231	592	74	107	450	130	11	2	30	47	592	250
Mean	2.44	2.19	2.45	2.44	2.27	2.52	2.49	2.38	1.91	2.00	-2.03	2.55	2.43	2.46
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 18 (continuation)

Q18A. Please indicate the degree to which you agree with the following statements about your current employer: Offers excellent succession planning and career opportunities

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	858	97	562	199	779	59	715	7	48	16	421	152	104	50
Strongly agree (1)	101 12%	16 16%	57 -10% b	28 14%	90 12%	9 15%	82 11%	1 14%	5 10%	1 6%	47 11%	16 11%	9 9%	9 18%
Agree (2)	372 43%	44 45%	239 43%	89 45%	333 43%	31 53%	315 44%	2 29%	17 35%	6 38%	187 44%	65 43%	47 45%	23 46%
Disagree (3)	295 34%	24 -25% a	207 +37% b	64 32%	271 35%	16 27%	251 35%	3 43%	17 35%	6 38%	150 36%	52 34%	39 38%	13 26%
Strongly disagree (4)	90 10%	13 13%	59 10%	18 9%	85 11%	3 5%	67 -9% f	1 14%	9 19%	3 19%	37 9%	19 13%	9 9%	5 10%
Summary: Agree	473 55%	60 62%	296 -53% b	117 59%	423 54%	40 +68% e	397 56%	3 43%	22 46%	7 44%	234 56%	81 53%	56 54%	32 64%
Summary: Disagree	385 45%	37 38%	266 +47% b	82 41%	356 46%	19 -32% e	318 44%	4 57%	26 54%	9 56%	187 44%	71 47%	48 46%	18 36%
Base for stats Mean	858 2.44	97 2.35	562 +2.48 b	199 2.36	779 2.45	59 -2.22 e	715 2.42	7 2.57	48 2.63	16 2.69	421 2.42	152 2.49	104 2.46	50 2.28
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 18 (continuation)

Q18A. Please indicate the degree to which you agree with the following statements about your current employer: Offers excellent succession planning and career opportunities

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		858	797	11	556	473	337	369	233	369
Strongly agree	(1)	101 12%	100 +13% a	0 0%	74 13%	67 +14% d	58 +17% e	50 14%	43 +18% g	66 +18% h
Agree	(2)	372 43%	358 +45% a	0 0%	244 44%	232 +49% d	174 +52% e	176 +48% f	126 +54% g	197 +53% h
Disagree	(3)	295 34%	266 -33% a	8 73%	189 34%	143 -30% d	83 -25% e	121 33%	55 -24% g	85 -23% h
Strongly disagree	(4)	90 10%	73 -9% a	3 27%	49 -9% c	31 -7% d	22 -7% e	22 -6% f	9 -4% g	21 -6% h
Summary: Agree		473 55%	458 +57% a	0 0%	318 57%	299 +63% d	232 +69% e	226 +61% f	169 +73% g	263 +71% h
Summary: Disagree		385 45%	339 -43% a	11 100%	238 43%	174 -37% d	105 -31% e	143 -39% f	64 -27% g	106 -29% h
Base for stats		858	797	11	556	473	337	369	233	369
Mean		2.44	-2.39 a	3.27	-2.38 c	-2.29 d	-2.20 e	-2.31 f	-2.13 g	-2.17 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 18 (continuation)

Q18A. Please indicate the degree to which you agree with the following statements about your current employer: Offers excellent succession planning and career opportunities

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	858	205	281	101	88	93	33	133	81	3	427	618	781	46
Strongly agree (1)	101 12%	24 12%	36 13%	8 8%	9 10%	10 11%	8 +24% f	20 15%	8 10%	0 0%	60 +14% j	69 11%	94 12%	4 9%
Agree (2)	372 43%	84 41%	125 44%	48 48%	36 41%	42 45%	13 39%	53 40%	35 43%	1 33%	179 42%	267 43%	329 -42% l	25 54%
Disagree (3)	295 34%	73 36%	94 33%	32 32%	30 34%	32 34%	9 27%	52 39%	28 35%	1 33%	145 34%	212 34%	273 35%	15 33%
Strongly disagree (4)	90 10%	24 12%	26 9%	13 13%	13 15%	9 10%	3 9%	8 6%	10 12%	1 33%	43 10%	70 11%	85 11%	2 4%
Summary: Agree	473 55%	108 53%	161 57%	56 55%	45 51%	52 56%	21 64%	73 55%	43 53%	1 33%	239 56%	336 54%	423 54%	29 63%
Summary: Disagree	385 45%	97 47%	120 43%	45 45%	43 49%	41 44%	12 36%	60 45%	38 47%	2 67%	188 44%	282 46%	358 46%	17 37%
Base for stats	858	205	281	101	88	93	33	133	81	3	427	618	781	46
Mean	2.44	2.47	2.39	2.50	2.53	2.43	2.21	2.36	2.49	3.00	2.40	2.46	2.45	2.33
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 19
Q18B. Please indicate the degree to which you agree with the following statements about your current employer: Always encourages diversity and inclusion
 Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases		859	189	626	354	489	581	234	48	126	218	439	50	302	227	275
Strongly agree	(1)	362 42%	73 39%	272 43%	139 39%	217 44%	242 42%	103 44%	17 35%	45 36%	91 42%	202 +46%	15 30%	109 -36%	98 43%	137 +50%
Agree	(2)	426 50%	100 53%	300 48%	184 52%	234 48%	288 50%	112 48%	27 56%	69 55%	103 47%	210 48%	30 60%	164 +54%	109 48%	121 -44%
Disagree	(3)	53 6%	11 6%	41 7%	24 7%	27 6%	38 7%	14 6%	4 8%	8 6%	19 9%	19 -4%	3 6%	21 7%	15 7%	14 5%
Strongly disagree	(4)	18 2%	5 3%	13 2%	7 2%	11 2%	13 2%	5 2%	0 0%	4 3%	5 2%	8 2%	2 4%	8 3%	5 2%	3 1%
Summary: Agree		788 92%	173 92%	572 91%	323 91%	451 92%	530 91%	215 92%	44 92%	114 90%	194 89%	412 +94%	45 90%	273 90%	207 91%	258 94%
Summary: Disagree		71 8%	16 8%	54 9%	31 9%	38 8%	51 9%	19 8%	4 8%	12 10%	24 11%	27 -6%	5 10%	29 10%	20 9%	17 6%
Base for stats		859	189	626	354	489	581	234	48	126	218	439	50	302	227	275
Mean		1.68	1.72	1.67	1.71	1.66	1.69	1.66	1.73	1.77	1.72	-1.62	1.84	+1.76	1.68	-1.57
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 19 (continuation)

Q18B. Please indicate the degree to which you agree with the following statements about your current employer: Always encourages diversity and inclusion

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	859	32	231	593	74	108	450	130	11	2	30	47	593	250
Strongly agree (1)	362 42%	16 50%	83 -36% b	260 44%	30 41%	42 39%	190 42%	57 44%	9 82%	0 0%	13 43%	20 43%	267 +45% l	89 -36% m
Agree (2)	426 50%	15 47%	132 +57% b	279 -47% c	40 54%	55 51%	221 49%	61 47%	1 9%	2 100%	17 57%	23 49%	280 -47% l	137 55%
Disagree (3)	53 6%	0 0%	12 5%	41 7%	2 3%	7 6%	29 6%	11 8%	1 9%	0 0%	0 0%	3 6%	36 6%	16 6%
Strongly disagree (4)	18 2%	1 3%	4 2%	13 2%	2 3%	4 4%	10 2%	1 1%	0 0%	0 0%	0 0%	1 2%	10 2%	8 3%
Summary: Agree	788 92%	31 97%	215 93%	539 91%	70 95%	97 90%	411 91%	118 91%	10 91%	2 100%	30 100%	43 91%	547 92%	226 90%
Summary: Disagree	71 8%	1 3%	16 7%	54 9%	4 5%	11 10%	39 9%	12 9%	1 9%	0 0%	0 0%	4 9%	46 8%	24 10%
Base for stats	859	32	231	593	74	108	450	130	11	2	30	47	593	250
Mean	1.68	1.56	1.73	1.67	1.68	1.75	1.69	1.66	1.27	2.00	1.57	1.68	-1.64	+1.77
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 19 (continuation)

Q18B. Please indicate the degree to which you agree with the following statements about your current employer: Always encourages diversity and inclusion

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	859	97	563	199	780	59	716	7	48	16	422	152	104	50
Strongly agree (1)	362 42%	32 33%	241 43%	89 45%	334 43%	20 34%	312 44%	3 43%	18 38%	7 44%	194 +46% j	64 42%	38 37%	16 32%
Agree (2)	426 50%	52 54%	279 50%	95 48%	388 50%	29 49%	349 49%	4 57%	23 48%	7 44%	196 46%	73 48%	62 +60% l	30 60%
Disagree (3)	53 6%	10 10%	30 5%	13 7%	41 -5% d	9 +15% e	42 6%	0 0%	4 8%	2 13%	24 6%	13 9%	2 2%	3 6%
Strongly disagree (4)	18 2%	3 3%	13 2%	2 1%	17 2%	1 2%	13 2%	0 0%	3 +6% h	0 0%	8 2%	2 1%	2 2%	1 2%
Summary: Agree	788 92%	84 87%	520 92%	184 92%	722 +93% d	49 -83% e	661 92%	7 100%	41 85%	14 88%	390 92%	137 90%	100 96%	46 92%
Summary: Disagree	71 8%	13 13%	43 8%	15 8%	58 -7% d	10 +17% e	55 8%	0 0%	7 15%	2 13%	32 8%	15 10%	4 4%	4 8%
Base for stats	859	97	563	199	780	59	716	7	48	16	422	152	104	50
Mean	1.68	+1.84 a	1.67	1.64	1.67	1.85	-1.66 f	1.57	1.83	1.69	-1.64 j	1.69	1.69	1.78
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 19 (continuation)

Q18B. Please indicate the degree to which you agree with the following statements about your current employer: Always encourages diversity and inclusion

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		859	798	11	557	473	337	370	233	369
Strongly agree	(1)	362 42%	353 +44% a	0 0%	248 45%	222 +47% d	179 +53% e	181 +49% f	122 +52% g	201 +54% h
Agree	(2)	426 50%	391 49%	7 64%	277 50%	226 48%	141 -42% e	172 46%	102 -44% g	156 -42% h
Disagree	(3)	53 6%	45 -6% a	3 27%	26 -5% c	23 5%	14 -4% e	14 -4% f	8 -3% g	10 -3% h
Strongly disagree	(4)	18 2%	9 -1% a	1 9%	6 -1% c	2 -*% d	3 -1% e	3 -1% f	1 -*% g	2 -1% h
Summary: Agree		788 92%	744 +93% a	7 64%	525 +94% c	448 +95% d	320 +95% e	353 +95% f	224 +96% g	357 +97% h
Summary: Disagree		71 8%	54 -7% a	4 36%	32 -6% c	25 -5% d	17 -5% e	17 -5% f	9 -4% g	12 -3% h
Base for stats		859	798	11	557	473	337	370	233	369
Mean		1.68	-1.64 a	2.45	-1.62 c	-1.59 d	-1.53 e	-1.56 f	-1.52 g	-1.49 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 19 (continuation)

Q18B. Please indicate the degree to which you agree with the following statements about your current employer: Always encourages diversity and inclusion

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	859	205	282	101	88	93	33	133	81	3	428	619	782	46
Strongly agree (1)	362 42%	86 42%	119 42%	45 45%	39 44%	37 40%	12 36%	54 41%	37 46%	2 67%	184 43%	248 -40% k	331 42%	21 46%
Agree (2)	426 50%	101 49%	139 49%	44 44%	39 44%	48 52%	19 58%	72 54%	39 48%	1 33%	208 49%	318 51%	383 49%	24 52%
Disagree (3)	53 6%	16 8%	21 7%	8 8%	6 7%	7 8%	2 6%	6 5%	4 5%	0 0%	29 7%	38 6%	52 7%	1 2%
Strongly disagree (4)	18 2%	2 1%	3 1%	4 4%	4 5%	1 1%	0 0%	1 1%	1 1%	0 0%	7 2%	15 2%	16 2%	0 0%
Summary: Agree	788 92%	187 91%	258 91%	89 88%	78 89%	85 91%	31 94%	126 95%	76 94%	3 100%	392 92%	566 91%	714 91%	45 98%
Summary: Disagree	71 8%	18 9%	24 9%	12 12%	10 11%	8 9%	2 6%	7 5%	5 6%	0 0%	36 8%	53 9%	68 9%	1 2%
Base for stats	859	205	282	101	88	93	33	133	81	3	428	619	782	46
Mean	1.68	1.68	1.67	1.71	1.72	1.70	1.70	1.65	1.62	1.33	1.67	1.71	1.68	1.57
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 20

Q18C. Please indicate the degree to which you agree with the following statements about your current employer: Engenders a high degree of staff morale and a strong sense of belonging

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/ PPI c	Not within PFI/ PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	856	189	623	353	488	579	233	48	126	218	436	50	301	225	275
Strongly agree (1)	214 25%	46 24%	153 25%	83 24%	129 26%	151 26%	48 21%	18 +38% g	36 29%	53 24%	101 23%	7 14%	66 22%	49 22%	92 +33% n
Agree (2)	468 55%	105 56%	342 55%	198 56%	261 53%	322 56%	125 54%	23 48%	67 53%	124 57%	241 55%	29 58%	164 54%	130 58%	142 52%
Disagree (3)	140 16%	25 13%	108 17%	60 17%	76 16%	86 15%	47 20%	6 13%	17 13%	35 16%	74 17%	11 22%	55 18%	37 16%	36 13%
Strongly disagree (4)	34 4%	13 +7% a	20 3%	12 3%	22 5%	20 3%	13 6%	1 2%	6 5%	6 3%	20 5%	3 6%	16 5%	9 4%	5 -2% n
Summary: Agree	682 80%	151 80%	495 79%	281 80%	390 80%	473 +82% e	173 -74% f	41 85%	103 82%	177 81%	342 78%	36 72%	230 76%	179 80%	234 +85% n
Summary: Disagree	174 20%	38 20%	128 21%	72 20%	98 20%	106 -18% e	60 +26% f	7 15%	23 18%	41 19%	94 22%	14 28%	71 24%	46 20%	41 -15% n
Base for stats Mean	856 1.99	189 2.03	623 1.99	353 2.00	488 1.98	579 -1.96 e	233 +2.11 f	48 1.79	126 1.94	218 1.97	436 2.03	50 +2.20 k	301 +2.07 l	225 2.03	275 -1.83 n
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 20 (continuation)

Q18C. Please indicate the degree to which you agree with the following statements about your current employer: Engenders a high degree of staff morale and a strong sense of belonging

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	856	32	230	591	74	108	448	130	10	2	30	47	591	250
Strongly agree (1)	214 25%	10 31%	45 -20% b	157 27%	20 27%	27 25%	107 24%	35 27%	6 60%	0 0%	9 30%	10 21%	161 +27% l	51 -20% m
Agree (2)	468 55%	17 53%	134 58%	316 53%	44 59%	60 56%	242 54%	68 52%	3 30%	2 100%	16 53%	27 57%	307 -52% l	152 +61% m
Disagree (3)	140 16%	4 13%	41 18%	95 16%	9 12%	15 14%	81 18%	22 17%	0 0%	0 0%	5 17%	7 15%	101 17%	35 14%
Strongly disagree (4)	34 4%	1 3%	10 4%	23 4%	1 1%	6 6%	18 4%	5 4%	1 10%	0 0%	0 0%	3 6%	22 4%	12 5%
Summary: Agree	682 80%	27 84%	179 78%	473 80%	64 86%	87 81%	349 78%	103 79%	9 90%	2 100%	25 83%	37 79%	468 79%	203 81%
Summary: Disagree	174 20%	5 16%	51 22%	118 20%	10 14%	21 19%	99 22%	27 21%	1 10%	0 0%	5 17%	10 21%	123 21%	47 19%
Base for stats	856	32	230	591	74	108	448	130	10	2	30	47	591	250
Mean	1.99	1.88	2.07	1.97	1.88	2.00	2.02	1.98	1.60	2.00	1.87	2.06	1.97	2.03
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 20 (continuation)

Q18C. Please indicate the degree to which you agree with the following statements about your current employer: Engenders a high degree of staff morale and a strong sense of belonging

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	856	97	560	199	779	58	713	7	48	16	419	152	104	50
Strongly agree (1)	214 25%	24 25%	131 23%	59 30%	195 25%	14 24%	177 25%	1 14%	10 21%	6 38%	113 27%	33 22%	21 20%	12 24%
Agree (2)	468 55%	54 56%	313 56%	101 51%	420 54%	38 66%	401 +56% f	3 43%	25 52%	3 19%	236 56%	88 58%	57 55%	27 54%
Disagree (3)	140 16%	17 18%	90 16%	33 17%	133 17%	3 -5% e	111 16%	1 14%	8 17%	7 44%	57 -14% j	27 18%	20 19%	9 18%
Strongly disagree (4)	34 4%	2 2%	26 5%	6 3%	31 4%	3 5%	24 -3% f	2 29%	5 +10% h	0 0%	13 3%	4 3%	6 6%	2 4%
Summary: Agree	682 80%	78 80%	444 79%	160 80%	615 79%	52 90%	578 +81% f	4 57%	35 73%	9 56%	349 +83% j	121 80%	78 75%	39 78%
Summary: Disagree	174 20%	19 20%	116 21%	39 20%	164 21%	6 10%	135 -19% f	3 43%	13 27%	7 44%	70 -17% j	31 20%	26 25%	11 22%
Base for stats Mean	856 1.99	97 1.97	560 2.02	199 1.93	779 2.00	58 1.91	713 1.97	7 2.57	48 2.17	16 2.06	419 -1.93 j	152 2.01	104 2.11	50 2.02
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 20 (continuation)

Q18C. Please indicate the degree to which you agree with the following statements about your current employer: Engenders a high degree of staff morale and a strong sense of belonging

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		856	795	11	555	471	334	369	232	367
Strongly agree	(1)	214 25%	208 +26% a	0 0%	149 27%	138 +29% d	107 +32% e	95 26%	69 30%	125 +34% h
Agree	(2)	468 55%	443 +56% a	5 45%	314 57%	268 57%	186 56%	218 +59% f	139 60%	201 55%
Disagree	(3)	140 16%	120 -15% a	5 45%	77 -14% c	61 -13% d	34 -10% e	49 -13% f	20 -9% g	35 -10% h
Strongly disagree	(4)	34 4%	24 -3% a	1 9%	15 -3% c	4 -1% d	7 -2% e	7 -2% f	4 -2% g	6 -2% h
Summary: Agree		682 80%	651 +82% a	5 45%	463 +83% c	406 +86% d	293 +88% e	313 +85% f	208 +90% g	326 +89% h
Summary: Disagree		174 20%	144 -18% a	6 55%	92 -17% c	65 -14% d	41 -12% e	56 -15% f	24 -10% g	41 -11% h
Base for stats		856	795	11	555	471	334	369	232	367
Mean		1.99	-1.95 a	2.64	-1.92 c	-1.85 d	-1.82 e	-1.91 f	-1.82 g	-1.79 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 20 (continuation)

Q18C. Please indicate the degree to which you agree with the following statements about your current employer: Engenders a high degree of staff morale and a strong sense of belonging

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	856	205	280	101	88	92	33	132	81	3	425	619	779	46
Strongly agree (1)	214 25%	55 27%	66 24%	28 28%	12 -14% d	29 32%	5 15%	33 25%	25 31%	2 67%	110 26%	148 24%	192 25%	14 30%
Agree (2)	468 55%	107 52%	155 55%	49 49%	54 61%	47 51%	23 70%	72 55%	40 49%	1 33%	226 53%	345 56%	426 55%	24 52%
Disagree (3)	140 16%	31 15%	51 18%	19 19%	18 20%	15 16%	5 15%	23 17%	14 17%	0 0%	76 18%	101 16%	129 17%	8 17%
Strongly disagree (4)	34 4%	12 6%	8 3%	5 5%	4 5%	1 1%	0 0%	4 3%	2 2%	0 0%	13 3%	25 4%	32 4%	0 0%
Summary: Agree	682 80%	162 79%	221 79%	77 76%	66 75%	76 83%	28 85%	105 80%	65 80%	3 100%	336 79%	493 80%	618 79%	38 83%
Summary: Disagree	174 20%	43 21%	59 21%	24 24%	22 25%	16 17%	5 15%	27 20%	16 20%	0 0%	89 21%	126 20%	161 21%	8 17%
Base for stats	856	205	280	101	88	92	33	132	81	3	425	619	779	46
Mean	1.99	2.00	2.00	2.01	+2.16 d	1.87	2.00	1.98	1.91	1.33	1.98	2.00	2.00	1.87
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 21

Q18D. Please indicate the degree to which you agree with the following statements about your current employer: Does everything to empower staff to make their own decisions

Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases		858	189	625	354	488	581	233	48	126	218	439	50	301	227	275
Strongly agree	(1)	159 19%	41 22%	110 18%	53 -15%	104 +21%	119 +20%	32 -14%	17 +35%	23 18%	34 16%	79 18%	6 12%	51 17%	35 15%	67 +24%
Agree	(2)	477 56%	105 56%	346 55%	210 59%	255 -52%	324 56%	127 55%	19 -40%	69 55%	133 61%	240 55%	27 54%	165 55%	127 56%	156 57%
Disagree	(3)	192 22%	33 17%	149 24%	80 23%	110 23%	118 -20%	64 +27%	10 21%	29 23%	45 21%	103 23%	13 26%	75 25%	55 24%	46 -17%
Strongly disagree	(4)	30 3%	10 5%	20 3%	11 3%	19 4%	20 3%	10 4%	2 4%	5 4%	6 3%	17 4%	4 8%	10 3%	10 4%	6 2%
Summary: Agree		636 74%	146 77%	456 73%	263 74%	359 74%	443 +76%	159 -68%	36 75%	92 73%	167 77%	319 73%	33 66%	216 72%	162 71%	223 +81%
Summary: Disagree		222 26%	43 23%	169 27%	91 26%	129 26%	138 -24%	74 +32%	12 25%	34 27%	51 23%	120 27%	17 34%	85 28%	65 29%	52 -19%
Base for stats		858	189	625	354	488	581	233	48	126	218	439	50	301	227	275
Mean		2.11	2.06	2.13	2.14	2.09	-2.07	+2.22	1.94	2.13	2.11	2.13	2.30	2.15	2.18	-1.97
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 21 (continuation)

Q18D. Please indicate the degree to which you agree with the following statements about your current employer: Does everything to empower staff to make their own decisions

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	858	32	231	592	74	108	450	130	11	2	29	47	593	249
Strongly agree (1)	159 19%	6 19%	37 16%	114 19%	12 16%	19 18%	79 18%	25 19%	5 45%	0 0%	9 31%	10 21%	116 20%	40 16%
Agree (2)	477 56%	19 59%	128 55%	329 56%	44 59%	59 55%	255 57%	71 55%	5 45%	2 100%	16 55%	20 43%	321 54%	149 60%
Disagree (3)	192 22%	6 19%	58 25%	128 22%	14 19%	28 26%	101 22%	30 23%	1 9%	0 0%	4 14%	12 26%	137 23%	50 20%
Strongly disagree (4)	30 3%	1 3%	8 3%	21 4%	4 5%	2 2%	15 3%	4 3%	0 0%	0 0%	0 0%	5 +11% k	19 3%	10 4%
Summary: Agree	636 74%	25 78%	165 71%	443 75%	56 76%	78 72%	334 74%	96 74%	10 91%	2 100%	25 86%	30 64%	437 74%	189 76%
Summary: Disagree	222 26%	7 22%	66 29%	149 25%	18 24%	30 28%	116 26%	34 26%	1 9%	0 0%	4 14%	17 36%	156 26%	60 24%
Base for stats	858	32	231	592	74	108	450	130	11	2	29	47	593	249
Mean	2.11	2.06	2.16	2.09	2.14	2.12	2.12	2.10	1.64	2.00	1.83	2.26	2.10	2.12
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 21 (continuation)

Q18D. Please indicate the degree to which you agree with the following statements about your current employer: Does everything to empower staff to make their own decisions

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	858	97	563	198	779	59	715	7	48	16	421	152	104	50
Strongly agree (1)	159 19%	16 16%	104 18%	39 20%	145 19%	12 20%	135 19%	0 0%	8 17%	4 25%	77 18%	26 17%	24 23%	10 20%
Agree (2)	477 56%	57 59%	308 55%	112 57%	427 55%	40 68%	400 56%	4 57%	25 52%	6 38%	241 57%	86 57%	53 51%	29 58%
Disagree (3)	192 22%	20 21%	131 23%	41 21%	178 23%	6 -10% e	156 22%	2 29%	13 27%	6 38%	90 21%	33 22%	24 23%	9 18%
Strongly disagree (4)	30 3%	4 4%	20 4%	6 3%	29 4%	1 2% e	24 3%	1 14%	2 4%	0 0%	13 3%	7 5%	3 3%	2 4%
Summary: Agree	636 74%	73 75%	412 73%	151 76%	572 73%	52 +88% e	535 75%	4 57%	33 69%	10 63%	318 76%	112 74%	77 74%	39 78%
Summary: Disagree	222 26%	24 25%	151 27%	47 24%	207 27%	7 -12% e	180 25%	3 43%	15 31%	6 38%	103 24%	40 26%	27 26%	11 22%
Base for stats	858	97	563	198	779	59	715	7	48	16	421	152	104	50
Mean	2.11	2.12	2.12	2.07	2.12	1.93	2.10	2.57	2.19	2.13	2.09	2.14	2.06	2.06
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 21 (continuation)

Q18D. Please indicate the degree to which you agree with the following statements about your current employer: Does everything to empower staff to make their own decisions

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		858	797	11	556	473	336	369	233	368
Strongly agree	(1)	159 19%	154 +19% a	0 0%	114 +21% c	102 +22% d	82 +24% e	67 18%	58 +25% g	92 +25% h
Agree	(2)	477 56%	451 +57% a	4 36%	317 57%	280 +59% d	194 58%	228 +62% f	135 58%	220 +60% h
Disagree	(3)	192 22%	171 -21% a	6 55%	116 21%	84 -18% d	52 -15% e	65 -18% f	36 -15% g	52 -14% h
Strongly disagree	(4)	30 3%	21 -3% a	1 9%	9 -2% c	7 -1% d	8 2%	9 2%	4 2%	4 -1% h
Summary: Agree		636 74%	605 +76% a	4 36%	431 +78% c	382 +81% d	276 +82% e	295 +80% f	193 +83% g	312 +85% h
Summary: Disagree		222 26%	192 -24% a	7 64%	125 -22% c	91 -19% d	60 -18% e	74 -20% f	40 -17% g	56 -15% h
Base for stats		858	797	11	556	473	336	369	233	368
Mean		2.11	-2.07 a	2.73	-2.04 c	-1.99 d	-1.96 e	-2.04 f	-1.94 g	-1.91 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 21 (continuation)

Q18D. Please indicate the degree to which you agree with the following statements about your current employer: Does everything to empower staff to make their own decisions

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	858	205	282	101	88	93	33	133	81	3	428	619	782	46
Strongly agree (1)	159 19%	34 17%	49 17%	18 18%	17 19%	25 +27% e	4 12%	23 17%	10 12%	2 67%	79 18%	112 18%	144 18%	8 17%
Agree (2)	477 56%	114 56%	162 57%	53 52%	40 -45% d	45 48%	22 67%	82 62%	50 62%	0 0%	241 56%	343 55%	438 56%	25 54%
Disagree (3)	192 22%	46 22%	63 22%	23 23%	25 28%	22 24%	7 21%	26 20%	20 25%	1 33%	97 23%	139 22%	173 22%	12 26%
Strongly disagree (4)	30 3%	11 5%	8 3%	7 +7% c	6 7%	1 1%	0 0%	2 2%	1 1%	0 0%	11 3%	25 4%	27 3%	1 2%
Summary: Agree	636 74%	148 72%	211 75%	71 70%	57 -65% d	70 75%	26 79%	105 79%	60 74%	2 67%	320 75%	455 74%	582 74%	33 72%
Summary: Disagree	222 26%	57 28%	71 25%	30 30%	31 +35% d	23 25%	7 21%	28 21%	21 26%	1 33%	108 25%	164 26%	200 26%	13 28%
Base for stats	858	205	282	101	88	93	33	133	81	3	428	619	782	46
Mean	2.11	2.17	2.11	2.19	2.23	1.99	2.09	2.05	2.15	1.67	2.09	2.12	2.11	2.13
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 22

Q18E. Please indicate the degree to which you agree with the following statements about your current employer: Has a strong public image and performs well against competitors

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing	Non-FM organisation	Within PFI/ PPI	Not within PFI/ PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	854	188	622	351	487	577	233	47	125	218	436	49	301	224	275
Strongly agree (1)	323 38%	66 35%	245 39%	132 38%	186 38%	240 +42% e	71 -30% f	11 -23% g	40 32%	84 39%	178 41%	17 35%	108 36%	84 38%	113 41%
Agree (2)	459 54%	104 55%	327 53%	194 55%	255 52%	300 52%	131 56%	28 60%	70 56%	121 56%	224 51%	26 53%	163 54%	121 54%	146 53%
Disagree (3)	59 7%	14 7%	41 7%	21 6%	37 8%	29 -5% e	26 +11% f	6 13%	12 10%	11 5%	28 6%	5 10%	25 8%	14 6%	14 5%
Strongly disagree (4)	13 2%	4 2%	9 1%	4 1%	9 2%	8 1%	5 2%	2 4%	3 2%	2 1%	6 1%	1 2%	5 2%	5 2%	2 1%
Summary: Agree	782 92%	170 90%	572 92%	326 93%	441 91%	540 +94% e	202 -87% f	39 -83% g	110 88%	205 94%	402 92%	43 88%	271 90%	205 92%	259 94%
Summary: Disagree	72 8%	18 10%	50 8%	25 7%	46 9%	37 -6% e	31 +13% f	8 +17% g	15 12%	13 6%	34 8%	6 12%	30 10%	19 8%	16 6%
Base for stats	854	188	622	351	487	577	233	47	125	218	436	49	301	224	275
Mean	1.72	1.77	1.70	1.71	1.73	-1.66 e	+1.85 f	+1.98 g	1.82	1.68	1.68	1.80	1.76	1.73	-1.65 n
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 22 (continuation)

Q18E. Please indicate the degree to which you agree with the following statements about your current employer: Has a strong public image and performs well against competitors

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	854	32	230	589	73	107	448	130	11	2	30	46	590	249
Strongly agree (1)	323 38%	15 47%	72 -31% b	234 40%	27 37%	32 30%	167 37%	53 41%	7 64%	0 0%	13 43%	23 50%	231 39%	87 35%
Agree (2)	459 54%	16 50%	132 57%	310 53%	42 58%	65 61%	241 54%	68 52%	3 27%	2 100%	15 50%	19 41%	311 53%	139 56%
Disagree (3)	59 7%	1 3%	22 10%	36 6%	4 5%	8 7%	32 7%	9 7%	0 0%	0 0%	2 7%	3 7%	41 7%	17 7%
Strongly disagree (4)	13 2%	0 0%	4 2%	9 2%	0 0%	2 2%	8 2%	0 0%	1 9%	0 0%	0 0%	1 2%	7 1%	6 2%
Summary: Agree	782 92%	31 97%	204 89%	544 92%	69 95%	97 91%	408 91%	121 93%	10 91%	2 100%	28 93%	42 91%	542 92%	226 91%
Summary: Disagree	72 8%	1 3%	26 11%	45 8%	4 5%	10 9%	40 9%	9 7%	1 9%	0 0%	2 7%	4 9%	48 8%	23 9%
Base for stats	854	32	230	589	73	107	448	130	11	2	30	46	590	249
Mean	1.72	1.56	+1.82 b	1.69	1.68	1.81	1.73	1.66	1.55	2.00	1.63	1.61	1.70	1.77
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 22 (continuation)

Q18E. Please indicate the degree to which you agree with the following statements about your current employer: Has a strong public image and performs well against competitors

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	854	96	560	198	776	59	711	7	48	16	418	152	103	50
Strongly agree (1)	323 38%	30 31%	219 39%	74 37%	294 38%	21 36%	270 38%	3 43%	13 27%	7 44%	167 40%	51 34%	36 35%	22 44%
Agree (2)	459 54%	53 55%	295 53%	111 56%	414 53%	36 61%	384 54%	4 57%	25 52%	8 50%	225 54%	84 55%	58 56%	24 48%
Disagree (3)	59 7%	9 9%	39 7%	11 6%	55 7%	2 3%	47 7%	0 0%	7 +15% h	1 6%	20 -5% j	16 11%	8 8%	4 8%
Strongly disagree (4)	13 2%	4 +4% a	7 1%	2 1%	13 2%	0 0%	10 1%	0 0%	3 +6% h	0 0%	6 1%	1 1%	1 1%	0 0%
Summary: Agree	782 92%	83 86%	514 92%	185 93%	708 91%	57 97%	654 92%	7 100%	38 -79% h	15 94%	392 +94% j	135 89%	94 91%	46 92%
Summary: Disagree	72 8%	13 14%	46 8%	13 7%	68 9%	2 3%	57 8%	0 0%	10 +21% h	1 6%	26 -6% j	17 11%	9 9%	4 8%
Base for stats	854	96	560	198	776	59	711	7	48	16	418	152	103	50
Mean	1.72	+1.86 a	1.70	1.70	1.73	1.68	1.71	1.57	+2.00 h	1.63	1.68	1.78	1.75	1.64
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 22 (continuation)

Q18E. Please indicate the degree to which you agree with the following statements about your current employer: Has a strong public image and performs well against competitors

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		854	794	11	555	471	336	368	233	368
Strongly agree	(1)	323 38%	309 +39% a	2 18%	225 +41% c	190 40%	152 +45% e	153 +42% f	109 +47% g	162 +44% h
Agree	(2)	459 54%	421 53%	8 73%	283 -51% c	244 52%	164 -49% e	192 52%	112 -48% g	192 52%
Disagree	(3)	59 7%	54 7%	1 9%	41 7%	33 7%	16 -5% e	19 5%	11 5%	12 -3% h
Strongly disagree	(4)	13 2%	10 -1% a	0 0%	6 1%	4 1%	4 1%	4 1%	1 *%	2 -1% h
Summary: Agree		782 92%	730 92%	10 91%	508 92%	434 92%	316 +94% e	345 +94% f	221 +95% g	354 +96% h
Summary: Disagree		72 8%	64 8%	1 9%	47 8%	37 8%	20 -6% e	23 -6% f	12 -5% g	14 -4% h
Base for stats		854	794	11	555	471	336	368	233	368
Mean		1.72	-1.70 a	1.91	1.69	1.68	-1.62 e	-1.66 f	-1.59 g	-1.60 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 22 (continuation)

Q18E. Please indicate the degree to which you agree with the following statements about your current employer: Has a strong public image and performs well against competitors

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	854	205	280	100	88	93	33	130	81	3	425	616	777	46
Strongly agree (1)	323 38%	70 34%	106 38%	44 44%	32 36%	37 40%	9 27%	57 44%	34 42%	0 0%	166 39%	240 39%	296 38%	20 43%
Agree (2)	459 54%	117 57%	150 54%	48 48%	50 57%	48 52%	21 64%	63 48%	38 47%	3 100%	224 53%	327 53%	415 53%	22 48%
Disagree (3)	59 7%	17 8%	18 6%	8 8%	5 6%	7 8%	3 9%	10 8%	8 10%	0 0%	28 7%	43 7%	55 7%	3 7%
Strongly disagree (4)	13 2%	1 *%	6 2%	0 0%	1 1%	1 1%	0 0%	0 0%	1 1%	0 0%	7 2%	6 -1% k	11 1%	1 2%
Summary: Agree	782 92%	187 91%	256 91%	92 92%	82 93%	85 91%	30 91%	120 92%	72 89%	3 100%	390 92%	567 92%	711 92%	42 91%
Summary: Disagree	72 8%	18 9%	24 9%	8 8%	6 7%	8 9%	3 9%	10 8%	9 11%	0 0%	35 8%	49 8%	66 8%	4 9%
Base for stats	854	205	280	100	88	93	33	130	81	3	425	616	777	46
Mean	1.72	1.75	1.73	1.64	1.72	1.70	1.82	1.64	1.70	2.00	1.71	1.70	1.72	1.67
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 23

Q18F. Please indicate the degree to which you agree with the following statements about your current employer: Committed to employee personal and professional development

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	854	188	622	352	486	576	234	48	125	217	436	50	300	226	273
Strongly agree (1)	222 26%	49 26%	158 25%	90 26%	129 27%	157 27%	50 21%	14 29%	35 28%	55 25%	110 25%	11 22%	73 24%	51 23%	86 +32% n
Agree (2)	468 55%	98 52%	346 56%	195 55%	263 54%	303 53%	141 +60% f	24 50%	71 57%	119 55%	241 55%	24 48%	171 57%	134 59%	136 -50% n
Disagree (3)	139 16%	33 18%	103 17%	57 16%	79 16%	101 18%	35 15%	8 17%	13 10%	39 18%	74 17%	11 22%	46 15%	34 15%	48 18%
Strongly disagree (4)	25 3%	8 4%	15 2%	10 3%	15 3%	15 3%	8 3%	2 4%	6 5%	4 2%	11 3%	4 +8% k	10 3%	7 3%	3 -1% n
Summary: Agree	690 81%	147 78%	504 81%	285 81%	392 81%	460 80%	191 82%	38 79%	106 85%	174 80%	351 81%	35 -70% k	244 81%	185 82%	222 81%
Summary: Disagree	164 19%	41 22%	118 19%	67 19%	94 19%	116 20%	43 18%	10 21%	19 15%	43 20%	85 19%	15 +30% k	56 19%	41 18%	51 19%
Base for stats Mean	854 1.96	188 2.00	622 1.96	352 1.96	486 1.96	576 1.95	234 2.00	48 1.96	125 1.92	217 1.96	436 1.97	50 +2.16 k	300 1.98	226 1.99	273 -1.88 n
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 23 (continuation)

Q18F. Please indicate the degree to which you agree with the following statements about your current employer: Committed to employee personal and professional development

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	854	32	229	590	74	105	449	130	11	2	30	46	591	247
Strongly agree (1)	222 26%	13 41%	60 26%	146 25%	21 28%	26 25%	115 26%	34 26%	4 36%	1 50%	9 30%	12 26%	162 27%	58 23%
Agree (2)	468 55%	17 53%	122 53%	329 56%	44 59%	59 56%	244 54%	69 53%	6 55%	1 50%	18 60%	21 46%	312 53%	147 60%
Disagree (3)	139 16%	2 6%	37 16%	100 17%	7 9%	16 15%	77 17%	26 20%	0 0%	0 0%	3 10%	9 20%	104 18%	31 13%
Strongly disagree (4)	25 3%	0 0%	10 4%	15 3%	2 3%	4 4%	13 3%	1 1%	1 9%	0 0%	0 0%	4 +9% k	13 2%	11 4%
Summary: Agree	690 81%	30 94%	182 79%	475 81%	65 88%	85 81%	359 80%	103 79%	10 91%	2 100%	27 90%	33 72%	474 80%	205 83%
Summary: Disagree	164 19%	2 6%	47 21%	115 19%	9 12%	20 19%	90 20%	27 21%	1 9%	0 0%	3 10%	13 28%	117 20%	42 17%
Base for stats	854	32	229	590	74	105	449	130	11	2	30	46	591	247
Mean	1.96	-1.66	1.99	1.97	1.86	1.98	1.97	1.95	1.82	1.50	1.80	2.11	1.95	1.98
Standard error	*	a *	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 23 (continuation)

Q18F. Please indicate the degree to which you agree with the following statements about your current employer: Committed to employee personal and professional development

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	854	95	561	198	775	59	713	7	47	16	420	151	104	49
Strongly agree (1)	222 26%	30 32%	139 25%	53 27%	199 26%	17 29%	185 26%	2 29%	9 19%	4 25%	111 26%	36 24%	27 26%	17 35%
Agree (2)	468 55%	45 47%	304 54%	119 60%	427 55%	34 58%	397 56%	3 43%	23 49%	9 56%	232 55%	89 59%	56 54%	22 45%
Disagree (3)	139 16%	16 17%	101 18%	22 -11% c	125 16%	7 12%	114 16%	2 29%	10 21%	3 19%	68 16%	24 16%	16 15%	7 14%
Strongly disagree (4)	25 3%	4 4%	17 3%	4 2%	24 3%	1 2%	17 -2% f	0 0%	5 +11% h	0 0%	9 2%	2 1%	5 5%	3 6%
Summary: Agree	690 81%	75 79%	443 79%	172 +87% c	626 81%	51 86%	582 82%	5 71%	32 -68% h	13 81%	343 82%	125 83%	83 80%	39 80%
Summary: Disagree	164 19%	20 21%	118 21%	26 -13% c	149 19%	8 14%	131 18%	2 29%	15 +32% h	3 19%	77 18%	26 17%	21 20%	10 20%
Base for stats	854	95	561	198	775	59	713	7	47	16	420	151	104	49
Mean	1.96	1.94	1.99	1.88	1.97	1.86	1.95	2.00	+2.23 h	1.94	1.94	1.95	1.99	1.92
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 23 (continuation)

Q18F. Please indicate the degree to which you agree with the following statements about your current employer: Committed to employee personal and professional development

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		854	793	11	554	469	336	369	232	365
Strongly agree	(1)	222 26%	220 +28% a	0 0%	164 +30% c	151 +32% d	123 +37% e	103 28%	81 +35% g	135 +37% h
Agree	(2)	468 55%	447 +56% a	1 9%	314 57%	276 +59% d	180 54%	218 +59% f	127 55%	203 56%
Disagree	(3)	139 16%	109 -14% a	10 91%	69 -12% c	41 -9% d	29 -9% e	44 -12% f	21 -9% g	22 -6% h
Strongly disagree	(4)	25 3%	17 -2% a	0 0%	7 -1% c	1 -*% d	4 -1% e	4 -1% f	3 1% g	5 -1% h
Summary: Agree		690 81%	667 +84% a	1 9%	478 +86% c	427 +91% d	303 +90% e	321 +87% f	208 +90% g	338 +93% h
Summary: Disagree		164 19%	126 -16% a	10 91%	76 -14% c	42 -9% d	33 -10% e	48 -13% f	24 -10% g	27 -7% h
Base for stats		854	793	11	554	469	336	369	232	365
Mean		1.96	-1.90 a	2.91	-1.85 c	-1.77 d	-1.74 e	-1.86 f	-1.77 g	-1.72 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 23 (continuation)

Q18F. Please indicate the degree to which you agree with the following statements about your current employer: Committed to employee personal and professional development

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	854	205	278	101	87	93	33	133	81	3	424	616	777	46
Strongly agree (1)	222 26%	57 28%	79 28%	25 25%	16 18%	22 24%	7 21%	41 31%	25 31%	0 0%	113 27%	158 26%	202 26%	13 28%
Agree (2)	468 55%	106 52%	150 54%	59 58%	52 60%	54 58%	20 61%	70 53%	39 48%	2 67%	235 55%	341 55%	425 55%	26 57%
Disagree (3)	139 16%	37 18%	42 15%	13 13%	15 17%	14 15%	6 18%	17 13%	15 19%	1 33%	64 15%	96 16%	127 16%	7 15%
Strongly disagree (4)	25 3%	5 2%	7 3%	4 4%	4 5%	3 3%	0 0%	5 4%	2 2%	0 0%	12 3%	21 3%	23 3%	0 0%
Summary: Agree	690 81%	163 80%	229 82%	84 83%	68 78%	76 82%	27 82%	111 83%	64 79%	2 67%	348 82%	499 81%	627 81%	39 85%
Summary: Disagree	164 19%	42 20%	49 18%	17 17%	19 22%	17 18%	6 18%	22 17%	17 21%	1 33%	76 18%	117 19%	150 19%	7 15%
Base for stats	854	205	278	101	87	93	33	133	81	3	424	616	777	46
Mean	1.96	1.95	1.92	1.96	2.08	1.98	1.97	1.89	1.93	2.33	1.94	1.97	1.96	1.87
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 24

Q18G. Please indicate the degree to which you agree with the following statements about your current employer: Offers exit interviews to all staff who leave the organisation

Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases		848	186	618	353	479	571	233	47	124	216	434	48	298	225	272
Strongly agree	(1)	214 25%	43 23%	156 25%	95 27%	117 24%	151 26%	48 21%	10 21%	33 27%	56 26%	107 25%	9 19%	70 23%	50 22%	84 +31% n
Agree	(2)	397 47%	92 49%	285 46%	159 45%	229 48%	271 47%	106 45%	24 51%	61 49%	100 46%	202 47%	22 46%	137 46%	113 50%	121 44%
Disagree	(3)	176 21%	39 21%	132 21%	74 21%	97 20%	112 20%	59 +25% f	6 13%	16 -13% h	51 24%	97 22%	10 21%	68 23%	42 19%	56 21%
Strongly disagree	(4)	61 7%	12 6%	45 7%	25 7%	36 8%	37 6%	20 9%	7 +15% g	14 11%	9 -4% i	28 6%	7 +15% k	23 8%	20 9%	11 -4% n
Summary: Agree		611 72%	135 73%	441 71%	254 72%	346 72%	422 74%	154 -66% f	34 72%	94 76%	156 72%	309 71%	31 65%	207 69%	163 72%	205 75%
Summary: Disagree		237 28%	51 27%	177 29%	99 28%	133 28%	149 26%	79 +34% f	13 28%	30 24%	60 28%	125 29%	17 35%	91 31%	62 28%	67 25%
Base for stats		848	186	618	353	479	571	233	47	124	216	434	48	298	225	272
Mean		2.10	2.11	2.11	2.08	2.11	2.06	+2.22 f	2.21	2.09	2.06	2.11	2.31	2.15	2.14	-1.98 n
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 24 (continuation)

Q18G. Please indicate the degree to which you agree with the following statements about your current employer: Offers exit interviews to all staff who leave the organisation

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	848	32	228	585	74	104	446	130	10	2	30	46	586	247
Strongly agree (1)	214 25%	7 22%	56 25%	150 26%	23 31%	22 21%	112 25%	27 21%	5 50%	0 0%	9 30%	15 33%	154 26%	59 24%
Agree (2)	397 47%	17 53%	102 45%	277 47%	36 49%	51 49%	210 47%	57 44%	3 30%	2 100%	14 47%	20 43%	265 45%	124 50%
Disagree (3)	176 21%	5 16%	51 22%	119 20%	13 18%	23 22%	88 20%	38 +29% g	0 0%	0 0%	6 20%	7 15%	123 21%	48 19%
Strongly disagree (4)	61 7%	3 9%	19 8%	39 7%	2 3%	8 8%	36 8%	8 6%	2 20%	0 0%	1 3%	4 9%	44 8%	16 6%
Summary: Agree	611 72%	24 75%	158 69%	427 73%	59 80%	73 70%	322 72%	84 -65% g	8 80%	2 100%	23 77%	35 76%	419 72%	183 74%
Summary: Disagree	237 28%	8 25%	70 31%	158 27%	15 20%	31 30%	124 28%	46 +35% g	2 20%	0 0%	7 23%	11 24%	167 28%	64 26%
Base for stats	848	32	228	585	74	104	446	130	10	2	30	46	586	247
Mean	2.10	2.13	2.14	2.08	1.92	2.16	2.11	2.21	1.90	2.00	1.97	2.00	2.10	2.09
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 24 (continuation)

Q18G. Please indicate the degree to which you agree with the following statements about your current employer: Offers exit interviews to all staff who leave the organisation

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	848	96	554	198	771	59	706	7	47	16	416	150	102	50
Strongly agree (1)	214 25%	20 21%	149 27%	45 23%	190 25%	17 29%	176 25%	0 0%	7 15%	6 38%	108 26%	40 27%	25 25%	19 +38% m
Agree (2)	397 47%	44 46%	254 46%	99 50%	365 47%	27 46%	337 48%	1 14%	25 53%	4 25%	201 48%	69 46%	44 43%	21 42%
Disagree (3)	176 21%	22 23%	113 20%	41 21%	160 21%	11 19%	142 20%	6 86%	12 26%	5 31%	80 19%	32 21%	23 23%	6 12%
Strongly disagree (4)	61 7%	10 10%	38 7%	13 7%	56 7%	4 7%	51 7%	0 0%	3 6%	1 6%	27 6%	9 6%	10 10%	4 8%
Summary: Agree	611 72%	64 67%	403 73%	144 73%	555 72%	44 75%	513 73%	1 14%	32 68%	10 63%	309 74%	109 73%	69 68%	40 80%
Summary: Disagree	237 28%	32 33%	151 27%	54 27%	216 28%	15 25%	193 27%	6 86%	15 32%	6 38%	107 26%	41 27%	33 32%	10 20%
Base for stats	848	96	554	198	771	59	706	7	47	16	416	150	102	50
Mean	2.10	2.23	2.07	2.11	2.11	2.03	2.10	2.86	2.23	2.06	2.06	2.07	2.18	1.90
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 24 (continuation)

Q18G. Please indicate the degree to which you agree with the following statements about your current employer: Offers exit interviews to all staff who leave the organisation

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		848	791	11	552	472	335	369	230	366
Strongly agree	(1)	214 25%	208 +26% a	2 18%	159 +29% c	133 +28% d	108 +32% e	102 28%	73 +32% g	125 +34% h
Agree	(2)	397 47%	377 48%	2 18%	262 47%	232 49%	146 44%	180 49%	105 46%	169 46%
Disagree	(3)	176 21%	160 20%	4 36%	103 -19% c	85 -18% d	65 19%	70 19%	41 18%	59 -16% h
Strongly disagree	(4)	61 7%	46 -6% a	3 27%	28 -5% c	22 -5% d	16 -5% e	17 -5% f	11 5%	13 -4% h
Summary: Agree		611 72%	585 +74% a	4 36%	421 +76% c	365 +77% d	254 +76% e	282 +76% f	178 +77% g	294 +80% h
Summary: Disagree		237 28%	206 -26% a	7 64%	131 -24% c	107 -23% d	81 -24% e	87 -24% f	52 -23% g	72 -20% h
Base for stats		848	791	11	552	472	335	369	230	366
Mean		2.10	-2.06 a	2.73	-2.00 c	-1.99 d	-1.97 e	-2.01 f	-1.96 g	-1.89 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 24 (continuation)

Q18G. Please indicate the degree to which you agree with the following statements about your current employer: Offers exit interviews to all staff who leave the organisation

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	848	204	280	99	86	93	33	131	79	3	425	612	773	45
Strongly agree (1)	214 25%	52 25%	76 27%	28 28%	16 19%	21 23%	9 27%	44 +34% g	22 28%	3 100%	114 27%	162 26%	198 26%	9 20%
Agree (2)	397 47%	98 48%	135 48%	42 42%	43 50%	40 43%	15 45%	55 42%	30 38%	0 0%	193 45%	286 47%	359 46%	27 60%
Disagree (3)	176 21%	39 19%	50 18%	23 23%	23 27%	27 +29% e	7 21%	23 18%	22 28%	0 0%	89 21%	127 21%	162 21%	6 13%
Strongly disagree (4)	61 7%	15 7%	19 7%	6 6%	4 5%	5 5%	2 6%	9 7%	5 6%	0 0%	29 7%	37 -6% k	54 7%	3 7%
Summary: Agree	611 72%	150 74%	211 75%	70 71%	59 69%	61 66%	24 73%	99 76%	52 66%	3 100%	307 72%	448 73%	557 72%	36 80%
Summary: Disagree	237 28%	54 26%	69 25%	29 29%	27 31%	32 34%	9 27%	32 24%	27 34%	0 0%	118 28%	164 27%	216 28%	9 20%
Base for stats	848	204	280	99	86	93	33	131	79	3	425	612	773	45
Mean	2.10	2.08	2.04	2.07	2.17	2.17	2.06	1.98	2.13	1.00	2.08	2.06	2.09	2.07
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 25

Q18H. Please indicate the degree to which you agree with the following statements about your current employer: Offers a competitive salary and package compared to other organisations in the market

Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases		855	189	622	352	487	579	232	48	126	217	436	50	299	227	274
Strongly agree	(1)	134 16%	30 16%	97 16%	55 16%	79 16%	108 +19% e	19 -8% f	6 13%	22 17%	34 16%	65 15%	4 8%	32 -11% l	34 15%	63 +23% n
Agree	(2)	454 53%	102 54%	326 52%	184 52%	260 53%	315 54%	113 49%	33 +69% g	72 57%	120 55%	217 -50% j	28 56%	137 -46% l	127 56%	160 +58% n
Disagree	(3)	221 26%	48 25%	165 27%	96 27%	119 24%	137 -24% e	76 +33% f	7 15%	30 24%	53 24%	123 28%	12 24%	107 +36% l	53 23%	48 -18% n
Strongly disagree	(4)	46 5%	9 5%	34 5%	17 5%	29 6%	19 -3% e	24 +10% f	2 4%	2 -2% h	10 5%	31 +7% j	6 +12% k	23 +8% l	13 6%	3 -1% n
Summary: Agree		588 69%	132 70%	423 68%	239 68%	339 70%	423 +73% e	132 -57% f	39 81%	94 75%	154 71%	282 -65% j	32 64%	169 -57% l	161 71%	223 +81% n
Summary: Disagree		267 31%	57 30%	199 32%	113 32%	148 30%	156 -27% e	100 +43% f	9 19%	32 25%	63 29%	154 +35% j	18 36%	130 +43% l	66 29%	51 -19% n
Base for stats		855	189	622	352	487	579	232	48	126	217	436	50	299	227	274
Mean		2.21	2.19	2.22	2.21	2.20	-2.12 e	+2.45 f	2.10	2.10	2.18	+2.28 j	2.40	+2.40 l	2.20	-1.97 n
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 25 (continuation)

Q18H. Please indicate the degree to which you agree with the following statements about your current employer: Offers a competitive salary and package compared to other organisations in the market

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	855	32	230	590	74	107	449	129	11	2	30	46	592	248
Strongly agree (1)	134 16%	5 16%	29 13%	98 17%	11 15%	7 -7% e	76 17%	23 18%	3 27%	0 0%	6 20%	7 15%	93 16%	41 17%
Agree (2)	454 53%	22 69%	112 49%	319 54%	41 55%	59 55%	234 52%	67 52%	8 73%	1 50%	15 50%	26 57%	319 54%	126 51%
Disagree (3)	221 26%	4 13%	76 +33% b	141 24%	17 23%	31 29%	117 26%	34 26%	0 0%	1 50%	7 23%	11 24%	144 24%	73 29%
Strongly disagree (4)	46 5%	1 3%	13 6%	32 5%	5 7%	10 9%	22 5%	5 4%	0 0%	0 0%	2 7%	2 4%	36 6%	8 3%
Summary: Agree	588 69%	27 84%	141 -61% b	417 71%	52 70%	66 62%	310 69%	90 70%	11 100%	1 50%	21 70%	33 72%	412 70%	167 67%
Summary: Disagree	267 31%	5 16%	89 +39% b	173 29%	22 30%	41 38%	139 31%	39 30%	0 0%	1 50%	9 30%	13 28%	180 30%	81 33%
Base for stats	855	32	230	590	74	107	449	129	11	2	30	46	592	248
Mean	2.21	2.03	+2.32 b	2.18	2.22	+2.41 e	2.19	2.16	1.73	2.50	2.17	2.17	2.21	2.19
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 25 (continuation)

Q18H. Please indicate the degree to which you agree with the following statements about your current employer: Offers a competitive salary and package compared to other organisations in the market

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	855	97	560	198	777	58	712	7	48	16	421	150	103	50
Strongly agree (1)	134 16%	14 14%	81 14%	39 20%	119 15%	9 16%	115 16%	0 0%	4 8%	2 13%	74 18%	21 14%	16 16%	9 18%
Agree (2)	454 53%	45 46%	309 55%	100 51%	412 53%	34 59%	377 53%	4 57%	23 48%	9 56%	225 53%	80 53%	51 50%	31 62%
Disagree (3)	221 26%	33 34%	137 24%	51 26%	200 26%	15 26%	186 26%	2 29%	17 35%	3 19%	109 26%	37 25%	29 28%	6 -12% m
Strongly disagree (4)	46 5%	5 5%	33 6%	8 4%	46 +6% d	0 0%	34 5%	1 14%	4 8%	2 13%	13 -3% j	12 8%	7 7%	4 8%
Summary: Agree	588 69%	59 61%	390 70%	139 70%	531 68%	43 74%	492 69%	4 57%	27 56%	11 69%	299 71%	101 67%	67 65%	40 80%
Summary: Disagree	267 31%	38 39%	170 30%	59 30%	246 32%	15 26%	220 31%	3 43%	21 44%	5 31%	122 29%	49 33%	36 35%	10 20%
Base for stats	855	97	560	198	777	58	712	7	48	16	421	150	103	50
Mean	2.21	2.30	2.22	2.14	2.22	2.10	2.20	2.57	+2.44	2.31	-2.14	2.27	2.26	2.10
Standard error	*	*	*	*	*	*	*	*	h *	*	j *	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 25 (continuation)

Q18H. Please indicate the degree to which you agree with the following statements about your current employer: Offers a competitive salary and package compared to other organisations in the market

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		855	794	11	554	470	335	367	231	368
Strongly agree	(1)	134 16%	130 +16% a	0 0%	94 17%	83 18%	71 +21% e	63 17%	52 +23% g	83 +23% h
Agree	(2)	454 53%	426 54%	6 55%	297 54%	261 56%	180 54%	187 51%	120 52%	195 53%
Disagree	(3)	221 26%	198 -25% a	4 36%	137 25%	108 -23% d	69 -21% e	100 27%	52 23%	74 -20% h
Strongly disagree	(4)	46 5%	40 5%	1 9%	26 5%	18 -4% d	15 4%	17 5%	7 3%	16 4%
Summary: Agree		588 69%	556 +70% a	6 55%	391 71%	344 +73% d	251 +75% e	250 68%	172 +74% g	278 +76% h
Summary: Disagree		267 31%	238 -30% a	5 45%	163 29%	126 -27% d	84 -25% e	117 32%	59 -26% g	90 -24% h
Base for stats		855	794	11	554	470	335	367	231	368
Mean		2.21	-2.19 a	2.55	-2.17 c	-2.13 d	-2.08 e	2.19 f	-2.06 g	-2.06 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 25 (continuation)

Q18H. Please indicate the degree to which you agree with the following statements about your current employer: Offers a competitive salary and package compared to other organisations in the market

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	855	204	280	101	87	92	33	132	81	3	426	616	778	46
Strongly agree (1)	134 16%	26 13%	43 15%	19 19%	11 13%	19 21%	7 21%	20 15%	14 17%	0 0%	72 17%	89 14%	121 16%	8 17%
Agree (2)	454 53%	107 52%	158 56%	49 49%	46 53%	53 58%	19 58%	68 52%	39 48%	2 67%	229 54%	340 +55% k	418 54%	20 43%
Disagree (3)	221 26%	57 28%	67 24%	25 25%	23 26%	17 18%	7 21%	42 32%	19 23%	0 0%	106 25%	153 25%	200 26%	15 33%
Strongly disagree (4)	46 5%	14 7%	12 4%	8 8%	7 8%	3 3%	0 0%	2 -2% g	9 +11% h	1 33%	19 4%	34 6%	39 5%	3 7%
Summary: Agree	588 69%	133 65%	201 72%	68 67%	57 66%	72 +78% e	26 79%	88 67%	53 65%	2 67%	301 71%	429 70%	539 69%	28 61%
Summary: Disagree	267 31%	71 35%	79 28%	33 33%	30 34%	20 -22% e	7 21%	44 33%	28 35%	1 33%	125 29%	187 30%	239 31%	18 39%
Base for stats	855	204	280	101	87	92	33	132	81	3	426	616	778	46
Mean	2.21	2.29	2.17	2.22	2.30	-2.04 e	2.00	2.20	2.28	2.67	2.17	2.21	2.20	2.28
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 26

Q18I. Please indicate the degree to which you agree with the following statements about your current employer: Offers staff the opportunity to work flexibly, both in terms of time and location, where possible

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	859	189	626	354	489	581	234	48	126	218	439	50	302	227	275
Strongly agree (1)	271 32%	54 29%	202 32%	92 -26% c	177 +36% d	172 30%	84 36%	21 44%	34 27%	60 28%	148 34%	17 34%	94 31%	71 31%	87 32%
Agree (2)	471 55%	110 58%	338 54%	209 +59% c	252 -52% d	326 56%	122 52%	24 50%	68 54%	126 58%	239 54%	20 -40% k	164 54%	123 54%	161 59%
Disagree (3)	92 11%	17 9%	70 11%	44 12%	46 9%	65 11%	22 9%	3 6%	20 +16% h	24 11%	39 9%	8 16%	31 10%	27 12%	26 9%
Strongly disagree (4)	25 3%	8 4%	16 3%	9 3%	14 3%	18 3%	6 3%	0 0%	4 3%	8 4%	13 3%	5 +10% k	13 4%	6 3%	1 -10% n
Summary: Agree	742 86%	164 87%	540 86%	301 85%	429 88%	498 86%	206 88%	45 94%	102 81%	186 85%	387 88%	37 -74% k	258 85%	194 85%	248 +90% n
Summary: Disagree	117 14%	25 13%	86 14%	53 15%	60 12%	83 14%	28 12%	3 6%	24 19%	32 15%	52 12%	13 +26% k	44 15%	33 15%	27 -10% n
Base for stats	859	189	626	354	489	581	234	48	126	218	439	50	302	227	275
Mean	1.85	1.89	1.84	+1.92 c	-1.79 d	1.88	1.79	-1.63 g	1.95	1.91	1.81	2.02	1.88	1.86	1.79
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 26 (continuation)

Q18I. Please indicate the degree to which you agree with the following statements about your current employer: Offers staff the opportunity to work flexibly, both in terms of time and location, where possible

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	859	32	231	593	74	108	450	130	11	2	30	47	593	250
Strongly agree (1)	271 32%	15 47%	70 30%	183 31%	22 30%	40 37%	142 32%	40 31%	4 36%	1 50%	10 33%	12 26%	188 32%	75 30%
Agree (2)	471 55%	13 41%	125 54%	333 56%	45 61%	50 46%	247 55%	72 55%	7 64%	1 50%	19 63%	25 53%	320 54%	144 58%
Disagree (3)	92 11%	2 6%	26 11%	64 11%	4 5%	15 14%	46 10%	18 14%	0 0%	0 0%	1 3%	6 13%	68 11%	24 10%
Strongly disagree (4)	25 3%	2 6%	10 4%	13 2%	3 4%	3 3%	15 3%	0 -0% g	0 0%	0 0%	0 0%	4 +9% k	17 3%	7 3%
Summary: Agree	742 86%	28 88%	195 84%	516 87%	67 91%	90 83%	389 86%	112 86%	11 100%	2 100%	29 97%	37 79%	508 86%	219 88%
Summary: Disagree	117 14%	4 13%	36 16%	77 13%	7 9%	18 17%	61 14%	18 14%	0 0%	0 0%	1 3%	10 21%	85 14%	31 12%
Base for stats	859	32	231	593	74	108	450	130	11	2	30	47	593	250
Mean	1.85	1.72	1.90	1.84	1.84	1.82	1.85	1.83	1.64	1.50	1.70	2.04	1.85	1.85
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 26 (continuation)

Q18I. Please indicate the degree to which you agree with the following statements about your current employer: Offers staff the opportunity to work flexibly, both in terms of time and location, where possible

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	859	97	563	199	780	59	716	7	48	16	422	152	104	50
Strongly agree (1)	271 32%	34 35%	173 31%	64 32%	250 32%	14 24%	227 32%	2 29%	12 25%	9 56%	128 30%	50 33%	35 34%	14 28%
Agree (2)	471 55%	43 -44%	318 56%	110 55%	430 55%	33 56%	395 55%	4 57%	28 58%	5 31%	238 56%	82 54%	57 55%	27 54%
Disagree (3)	92 11%	17 +18%	55 10%	20 10%	77 -10%	11 +19%	72 10%	1 14%	6 13%	2 13%	47 11%	13 9%	7 7%	9 18%
Strongly disagree (4)	25 3%	3 3%	17 3%	5 3%	23 3%	1 2%	22 3%	0 0%	2 4%	0 0%	9 2%	7 5%	5 5%	0 0%
Summary: Agree	742 86%	77 -79%	491 87%	174 87%	680 +87%	47 80%	622 87%	6 86%	40 83%	14 88%	366 87%	132 87%	92 88%	41 82%
Summary: Disagree	117 14%	20 +21%	72 13%	25 13%	100 -13%	12 20%	94 13%	1 14%	8 17%	2 13%	56 13%	20 13%	12 12%	9 18%
Base for stats	859	97	563	199	780	59	716	7	48	16	422	152	104	50
Mean	1.85	1.89	1.85	1.83	1.84	1.98	1.84	1.86	1.96	1.56	1.85	1.85	1.83	1.90
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 26 (continuation)

Q18I. Please indicate the degree to which you agree with the following statements about your current employer: Offers staff the opportunity to work flexibly, both in terms of time and location, where possible

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		859	798	11	557	473	337	370	233	369
Strongly agree	(1)	271 32%	263 +33% a	2 18%	187 34%	160 34%	132 +39% e	124 34%	86 +37% g	145 +39% h
Agree	(2)	471 55%	438 55%	2 18%	310 56%	265 56%	173 51%	212 57%	125 54%	203 55%
Disagree	(3)	92 11%	80 -10% a	4 36%	48 -9% c	42 9%	27 -8% e	28 -8% f	18 8%	18 -5% h
Strongly disagree	(4)	25 3%	17 -2% a	3 27%	12 2%	6 -1% d	5 -1% e	6 2%	4 2%	3 -1% h
Summary: Agree		742 86%	701 +88% a	4 36%	497 +89% c	425 +90% d	305 +91% e	336 +91% f	211 +91% g	348 +94% h
Summary: Disagree		117 14%	97 -12% a	7 64%	60 -11% c	48 -10% d	32 -9% e	34 -9% f	22 -9% g	21 -6% h
Base for stats		859	798	11	557	473	337	370	233	369
Mean		1.85	-1.81 a	2.73	-1.79 c	-1.78 d	-1.72 e	-1.77 f	-1.74 g	-1.67 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 26 (continuation)

Q18I. Please indicate the degree to which you agree with the following statements about your current employer: Offers staff the opportunity to work flexibly, both in terms of time and location, where possible

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	859	205	282	101	88	93	33	133	81	3	428	619	782	46
Strongly agree (1)	271 32%	76 37%	81 29%	36 36%	18 -20% d	33 35%	6 18%	41 31%	27 33%	1 33%	136 32%	189 31%	245 31%	15 33%
Agree (2)	471 55%	94 -46% a	162 57%	50 50%	55 63%	47 51%	24 +73% f	67 50%	48 59%	1 33%	233 54%	337 54%	427 55%	28 61%
Disagree (3)	92 11%	31 +15% a	32 11%	12 12%	9 10%	10 11%	3 9%	19 14%	4 5%	1 33%	46 11%	73 12%	86 11%	3 7%
Strongly disagree (4)	25 3%	4 2%	7 2%	3 3%	6 +7% d	3 3%	0 0%	6 5%	2 2%	0 0%	13 3%	20 3%	24 3%	0 0%
Summary: Agree	742 86%	170 83%	243 86%	86 85%	73 83%	80 86%	30 91%	108 81%	75 93%	2 67%	369 86%	526 85%	672 86%	43 93%
Summary: Disagree	117 14%	35 17%	39 14%	15 15%	15 17%	13 14%	3 9%	25 19%	6 7%	1 33%	59 14%	93 15%	110 14%	3 7%
Base for stats	859	205	282	101	88	93	33	133	81	3	428	619	782	46
Mean	1.85	1.82	1.88	1.82	+2.03 d	1.82	1.91	1.92	1.77	2.00	1.85	1.88	1.86	1.74
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 27

Q18J. Please indicate the degree to which you agree with the following statements about your current employer: It's a great place to work

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/ PPI c	Not within PFI/ PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	856	188	624	354	486	579	233	48	125	218	437	50	301	226	274
Strongly agree (1)	253 30%	51 27%	189 30%	98 28%	153 31%	180 31%	60 26%	20 42%	43 34%	62 28%	120 27%	15 30%	75 -25%	60 27%	102 +37%
Agree (2)	500 58%	113 60%	360 58%	216 61%	271 56%	335 58%	138 59%	25 52%	69 55%	134 61%	256 59%	25 50%	189 63%	135 60%	148 54%
Disagree (3)	83 10%	15 8%	65 10%	33 9%	49 10%	52 9%	28 12%	2 4%	9 7%	16 7%	52 +12%	8 16%	27 9%	25 11%	22 8%
Strongly disagree (4)	20 2%	9 +5%	10 -2%	7 2%	13 3%	12 2%	7 3%	1 2%	4 3%	6 3%	9 2%	2 4%	10 3%	6 3%	2 -1%
Summary: Agree	753 88%	164 87%	549 88%	314 89%	424 87%	515 89%	198 85%	45 94%	112 90%	196 90%	376 86%	40 80%	264 88%	195 86%	250 +91%
Summary: Disagree	103 12%	24 13%	75 12%	40 11%	62 13%	64 11%	35 15%	3 6%	13 10%	22 10%	61 14%	10 20%	37 12%	31 14%	24 -9%
Base for stats	856	188	624	354	486	579	233	48	125	218	437	50	301	226	274
Mean	1.85	1.90	1.83	1.86	1.84	1.82	+1.92 f	1.67	1.79	1.84	1.89	1.94	1.91	1.90	-1.72 n
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 27 (continuation)

Q18J. Please indicate the degree to which you agree with the following statements about your current employer: It's a great place to work

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	856	32	231	590	74	108	447	130	11	2	30	47	591	249
Strongly agree (1)	253 30%	11 34%	64 28%	175 30%	28 38%	30 28%	121 27%	44 34%	5 45%	0 0%	11 37%	14 30%	177 30%	73 29%
Agree (2)	500 58%	18 56%	139 60%	343 58%	38 51%	66 61%	267 60%	68 52%	5 45%	2 100%	19 63%	28 60%	337 57%	151 61%
Disagree (3)	83 10%	2 6%	23 10%	58 10%	7 9%	10 9%	46 10%	16 12%	1 9%	0 0%	0 0%	3 6%	63 11%	19 8%
Strongly disagree (4)	20 2%	1 3%	5 2%	14 2%	1 1%	2 2%	13 3%	2 2%	0 0%	0 0%	0 0%	2 4%	14 2%	6 2%
Summary: Agree	753 88%	29 91%	203 88%	518 88%	66 89%	96 89%	388 87%	112 86%	10 91%	2 100%	30 +100%	42 89%	514 87%	224 90%
Summary: Disagree	103 12%	3 9%	28 12%	72 12%	8 11%	12 11%	59 13%	18 14%	1 9%	0 0%	0 -0%	5 11%	77 13%	25 10%
Base for stats	856	32	231	590	74	108	447	130	11	2	30	47	591	249
Mean	1.85	1.78	1.87	1.85	1.74	1.85	1.89	1.82	1.64	2.00	1.63	1.85	1.85	1.83
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 27 (continuation)

Q18J. Please indicate the degree to which you agree with the following statements about your current employer: It's a great place to work

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	856	97	562	197	777	59	713	7	48	16	420	152	103	50
Strongly agree (1)	253 30%	28 29%	154 27%	71 +36% c	232 30%	16 27%	207 29%	1 14%	13 27%	8 50%	130 31%	39 26%	27 26%	17 34%
Agree (2)	500 58%	59 61%	338 60%	103 -52% c	451 58%	39 66%	425 60%	4 57%	24 50%	6 38%	249 59%	93 61%	58 56%	28 56%
Disagree (3)	83 10%	8 8%	56 10%	19 10%	74 10%	4 7%	67 9%	1 14%	8 17%	2 13%	33 8%	17 11%	16 +16% l	4 8%
Strongly disagree (4)	20 2%	2 2%	14 2%	4 2%	20 3%	0 0%	14 2%	1 14%	3 6%	0 0%	8 2%	3 2%	2 2%	1 2%
Summary: Agree	753 88%	87 90%	492 88%	174 88%	683 88%	55 93%	632 89%	5 71%	37 -77% h	14 88%	379 +90% j	132 87%	85 83%	45 90%
Summary: Disagree	103 12%	10 10%	70 12%	23 12%	94 12%	4 7%	81 11%	2 29%	11 +23% h	2 13%	41 -10% j	20 13%	18 17%	5 10%
Base for stats	856	97	562	197	777	59	713	7	48	16	420	152	103	50
Mean	1.85	1.84	1.88	1.78	1.85	1.80	1.84	2.29	2.02	1.63	1.81	1.89	1.93	1.78
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 27 (continuation)

Q18J. Please indicate the degree to which you agree with the following statements about your current employer: It's a great place to work

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		856	796	11	556	472	337	370	232	369
Strongly agree	(1)	253 30%	246 +31% a	0 0%	171 31%	162 +34% d	126 +37% e	113 31%	92 +40% g	150 +41% h
Agree	(2)	500 58%	468 59%	7 64%	334 60%	280 59%	183 -54% e	225 61%	129 56%	200 -54% h
Disagree	(3)	83 10%	69 -9% a	3 27%	44 -8% c	26 -6% d	24 -7% e	28 8%	9 -4% g	17 -5% h
Strongly disagree	(4)	20 2%	13 -2% a	1 9%	7 -1% c	4 -1% d	4 1%	4 -1% f	2 1%	2 -1% h
Summary: Agree		753 88%	714 +90% a	7 64%	505 +91% c	442 +94% d	309 +92% e	338 +91% f	221 +95% g	350 +95% h
Summary: Disagree		103 12%	82 -10% a	4 36%	51 -9% c	30 -6% d	28 -8% e	32 -9% f	11 -5% g	19 -5% h
Base for stats		856	796	11	556	472	337	370	232	369
Mean		1.85	-1.81 a	2.45	-1.80 c	-1.73 d	-1.72 e	-1.79 f	-1.66 g	-1.65 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 27 (continuation)

Q18J. Please indicate the degree to which you agree with the following statements about your current employer: It's a great place to work

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	856	205	281	100	88	93	33	132	81	3	426	618	780	45
Strongly agree (1)	253 30%	63 31%	83 30%	30 30%	20 23%	31 33%	7 21%	36 27%	31 38%	1 33%	128 30%	176 28%	231 30%	15 33%
Agree (2)	500 58%	113 55%	171 61%	56 56%	52 59%	55 59%	24 73%	85 64%	42 52%	1 33%	248 58%	367 59%	454 58%	24 53%
Disagree (3)	83 10%	24 12%	23 8%	11 11%	10 11%	6 6%	2 6%	9 7%	6 7%	1 33%	42 10%	57 9%	76 10%	6 13%
Strongly disagree (4)	20 2%	5 2%	4 1%	3 3%	6 +7% d	1 1%	0 0%	2 2%	2 2%	0 0%	8 2%	18 3%	19 2%	0 0%
Summary: Agree	753 88%	176 86%	254 90%	86 86%	72 82%	86 92%	31 94%	121 92%	73 90%	2 67%	376 88%	543 88%	685 88%	39 87%
Summary: Disagree	103 12%	29 14%	27 10%	14 14%	16 18%	7 8%	2 6%	11 8%	8 10%	1 33%	50 12%	75 12%	95 12%	6 13%
Base for stats	856	205	281	100	88	93	33	132	81	3	426	618	780	45
Mean	1.85	1.86	1.81	1.87	+2.02 d	1.75	1.85	1.83	1.74	2.00	1.84	1.87	1.85	1.80
Standard error	*	*	*	*	*	*	*	*	*	1	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 28

Q18K. Please indicate the degree to which you agree with the following statements about your current employer: They treat staff fairly

Base: All Respondents (Valid Responses)

Column		TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND				
		Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases		848	184	620	351	481	572	232	48	125	216	431	50	297	224	273
Strongly agree	(1)	243 29%	51 28%	173 28%	91 26%	150 31%	167 29%	57 25%	24 +50% g	38 30%	59 27%	113 26%	14 28%	80 27%	58 26%	90 33%
Agree	(2)	489 58%	109 59%	360 58%	217 +62% c	260 -54% d	338 59%	131 56%	18 -38% g	71 57%	136 63%	250 58%	27 54%	172 58%	135 60%	155 57%
Disagree	(3)	92 11%	13 7%	75 12%	37 11%	53 11%	53 -9% e	35 +15% f	5 10%	10 8%	15 -7% i	57 +13% j	6 12%	33 11%	24 11%	26 10%
Strongly disagree	(4)	24 3%	11 +6% a	12 -2% b	6 2%	18 4%	14 2%	9 4%	1 2%	6 5%	6 3%	11 3%	3 6%	12 4%	7 3%	2 -1% n
Summary: Agree		732 86%	160 87%	533 86%	308 88%	410 85%	505 +88% e	188 -81% f	42 88%	109 87%	195 90%	363 84%	41 82%	252 85%	193 86%	245 +90% n
Summary: Disagree		116 14%	24 13%	87 14%	43 12%	71 15%	67 -12% e	44 +19% f	6 13%	16 13%	21 10%	68 16%	9 18%	45 15%	31 14%	28 -10% n
Base for stats		848	184	620	351	481	572	232	48	125	216	431	50	297	224	273
Mean		1.88	1.91	1.88	1.88	1.87	1.85	+1.98 f	-1.65 g	1.87	1.85	1.92	1.96	1.92	1.91	-1.78 n
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 28 (continuation)

Q18K. Please indicate the degree to which you agree with the following statements about your current employer: They treat staff fairly

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
	a	b	c	d	e	f	g	*h	*i	j	k	l	m	
Sample Bases	848	32	227	586	74	107	441	129	11	2	30	47	586	246
Strongly agree (1)	243 29%	13 41%	60 26%	167 28%	26 35%	29 27%	126 29%	38 29%	5 45%	0 0%	8 27%	11 23%	178 30%	64 26%
Agree (2)	489 58%	14 44%	138 61%	337 58%	41 55%	59 55%	252 57%	74 57%	5 45%	2 100%	20 67%	29 62%	330 56%	147 60%
Disagree (3)	92 11%	3 9%	25 11%	64 11%	5 7%	17 16%	48 11%	15 12%	1 9%	0 0%	2 7%	4 9%	62 11%	27 11%
Strongly disagree (4)	24 3%	2 6%	4 2%	18 3%	2 3%	2 2%	15 3%	2 2%	0 0%	0 0%	0 0%	3 6%	16 3%	8 3%
Summary: Agree	732 86%	27 84%	198 87%	504 86%	67 91%	88 82%	378 86%	112 87%	10 91%	2 100%	28 93%	40 85%	508 87%	211 86%
Summary: Disagree	116 14%	5 16%	29 13%	82 14%	7 9%	19 18%	63 14%	17 13%	1 9%	0 0%	2 7%	7 15%	78 13%	35 14%
Base for stats	848	32	227	586	74	107	441	129	11	2	30	47	586	246
Mean	1.88	1.81	1.88	1.89	1.77	1.93	1.89	1.85	1.64	2.00	1.80	1.98	1.86	1.91
Standard error	*	*	*	*	*	*	*	*	*	0	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 28 (continuation)

Q18K. Please indicate the degree to which you agree with the following statements about your current employer: They treat staff fairly

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	848	97	554	197	769	59	706	7	48	16	415	151	102	50
Strongly agree (1)	243 29%	27 28%	150 27%	66 34%	223 29%	14 24%	198 28%	1 14%	15 31%	8 50%	124 30%	41 27%	22 22%	16 32%
Agree (2)	489 58%	56 58%	327 59%	106 54%	439 57%	39 66%	416 59%	4 57%	22 46%	5 31%	236 57%	93 62%	63 62%	30 60%
Disagree (3)	92 11%	13 13%	60 11%	19 10%	85 11%	4 7%	73 10%	2 29%	9 19%	3 19%	45 11%	13 9%	13 13%	3 6%
Strongly disagree (4)	24 3%	1 1%	17 3%	6 3%	22 3%	2 3%	19 3%	0 0%	2 4%	0 0%	10 2%	4 3%	4 4%	1 2%
Summary: Agree	732 86%	83 86%	477 86%	172 87%	662 86%	53 90%	614 87%	5 71%	37 77%	13 81%	360 87%	134 89%	85 83%	46 92%
Summary: Disagree	116 14%	14 14%	77 14%	25 13%	107 14%	6 10%	92 13%	2 29%	11 23%	3 19%	55 13%	17 11%	17 17%	4 8%
Base for stats	848	97	554	197	769	59	706	7	48	16	415	151	102	50
Mean	1.88	1.88	1.90	1.82	1.88	1.90	1.88	2.14	1.96	1.69	1.86	1.87	1.99	1.78
Standard error	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 28 (continuation)

Q18K. Please indicate the degree to which you agree with the following statements about your current employer: They treat staff fairly

Base: All Respondents (Valid Responses)

Column		CPD PROVISION								
		Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
			a	*b	c	d	e	f	g	h
Sample Bases		848	788	11	551	466	332	367	232	365
Strongly agree	(1)	243 29%	237 +30% a	0 0%	173 +31% c	158 +34% d	124 +37% e	114 31%	91 +39% g	140 +38% h
Agree	(2)	489 58%	455 58%	6 55%	310 56%	270 58%	176 -53% e	220 60%	124 53%	196 -54% h
Disagree	(3)	92 11%	79 -10% a	5 45%	56 10%	32 -7% d	29 9%	28 -8% f	13 -6% g	26 -7% h
Strongly disagree	(4)	24 3%	17 -2% a	0 0%	12 2%	6 -1% d	3 -1% e	5 -1% f	4 2% g	3 -1% h
Summary: Agree		732 86%	692 +88% a	6 55%	483 88%	428 +92% d	300 +90% e	334 +91% f	215 +93% g	336 +92% h
Summary: Disagree		116 14%	96 -12% a	5 45%	68 12%	38 -8% d	32 -10% e	33 -9% f	17 -7% g	29 -8% h
Base for stats		848	788	11	551	466	332	367	232	365
Mean		1.88	-1.84 a	2.45	-1.83 c	-1.76 d	-1.73 e	-1.79 f	-1.70 g	-1.70 h
Standard error		*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 28 (continuation)

Q18K. Please indicate the degree to which you agree with the following statements about your current employer: They treat staff fairly

Base: All Respondents (Valid Responses)

Column		QUALIFICATIONS													
		Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m	
Sample Bases		848	204	275	100	88	93	33	130	81	3	419	613	772	45
Strongly agree	(1)	243 29%	57 28%	80 29%	26 26%	21 24%	30 32%	6 18%	36 28%	24 30%	1 33%	126 30%	166 27%	218 28%	17 38%
Agree	(2)	489 58%	116 57%	158 57%	59 59%	51 58%	54 58%	26 +79% f	76 58%	48 59%	2 67%	237 57%	361 59%	445 58%	24 53%
Disagree	(3)	92 11%	25 12%	30 11%	11 11%	10 11%	8 9%	1 3%	15 12%	6 7%	0 0%	45 11%	69 11%	86 11%	4 9%
Strongly disagree	(4)	24 3%	6 3%	7 3%	4 4%	6 +7% d	1 1%	0 0%	3 2%	3 4%	0 0%	11 3%	17 3%	23 3%	0 0%
Summary: Agree		732 86%	173 85%	238 87%	85 85%	72 82%	84 90%	32 97%	112 86%	72 89%	3 100%	363 87%	527 86%	663 86%	41 91%
Summary: Disagree		116 14%	31 15%	37 13%	15 15%	16 18%	9 10%	1 3%	18 14%	9 11%	0 0%	56 13%	86 14%	109 14%	4 9%
Base for stats		848	204	275	100	88	93	33	130	81	3	419	613	772	45
Mean		1.88	1.90	1.87	1.93	2.01	1.78	1.85	1.88	1.85	1.67	1.86	1.90	1.89	1.71
Standard error		*	*	*	*	*	*	*	*	*	*	*	*	*	*

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 29

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	*k	l	m	n	
Sample Bases	452	85	337	196	247	290	132	32	66	126	219	22	180	112	137
It's challenging	80 18%	19 22%	58 17%	28 14%	52 +21% d	57 20%	20 15%	5 16%	8 12%	23 18%	43 20%	2 9%	20 -11% l	25 22%	32 +23% n
Variety/diverse range of work (it's not monotonous/repetitive)	298 66%	55 65%	229 68%	123 63%	170 69%	204 +70% e	80 61%	20 63%	46 70%	89 71%	138 63%	12 55%	113 63%	79 71%	94 69%
The results (makes a difference/is worthwhile/important/helps people)	123 27%	20 24%	96 28%	65 +33% c	56 -23% d	77 27%	39 30%	7 22%	17 26%	35 28%	60 27%	5 23%	48 27%	24 21%	45 33%
Autonomy/in charge of my own work	17 4%	5 6%	12 4%	9 5%	8 3%	14 5%	3 2%	1 3%	1 2%	7 6%	7 3%	0 0%	10 6%	3 3%	4 3%
Suits me/generally like it (it's the job I do/am trained for)	19 4%	0 -0% a	15 4%	8 4%	10 4%	7 -2% e	8 6%	0 0%	7 +11% h	5 4%	7 3%	3 14%	7 4%	4 4%	5 4%
The people I get to interact with (unspecified)	31 7%	10 +12% a	19 6%	14 7%	16 6%	23 8%	6 5%	2 6%	1 2%	8 6%	20 9%	1 5%	8 4%	11 10%	11 8%
The people I work with	25 6%	6 7%	18 5%	14 7%	11 4%	17 6%	7 5%	0 0%	1 2%	8 6%	16 7%	2 9%	6 3%	8 7%	8 6%
The clients/tenants/vendors (third parties)	14 3%	3 4%	11 3%	3 2%	11 4%	9 3%	5 4%	3 +9% g	1 2%	2 2%	8 4%	0 0%	5 3%	1 1%	8 +6% n
Career progression/development (Inc. learning/training opportunities)	19 4%	2 2%	15 4%	7 4%	12 5%	11 4%	6 5%	2 6%	4 6%	7 6%	6 3%	1 5%	11 6%	4 4%	3 2%
Columns tested against total minus each column:	a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total														

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	*k	l	m	n	
Sample Bases	452	85	337	196	247	290	132	32	66	126	219	22	180	112	137
Flexibility	7 2%	1 1%	6 2%	3 2%	4 2%	5 2%	2 2%	0 0%	0 0%	4 3%	3 1%	1 5%	3 2%	1 1%	2 1%
Other	35 8%	10 12%	22 7%	17 9%	17 7%	22 8%	10 8%	3 9%	7 11%	11 9%	14 6%	2 9%	20 +11% l	9 8%	4 -3% n
No / None / Nothing	1 *%	0 0%	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member *k	Male l	Female m
Sample Bases	452	18	131	301	41	59	236	70	5	2	8	28	287	159
It's challenging	80 18%	1 6%	15 -11% b	64 +21% c	8 20%	5 -8% e	45 19%	13 19%	2 40%	1 50%	1 13%	3 11%	54 19%	26 16%
Variety/diverse range of work (it's not monotonous/repetitive)	298 66%	12 67%	87 66%	199 66%	30 73%	37 63%	148 63%	50 71%	3 60%	1 50%	7 88%	21 75%	179 -62% l	113 71%
The results (makes a difference/is worthwhile/important/helps people)	123 27%	5 28%	35 27%	83 28%	9 22%	13 22%	67 28%	22 31%	2 40%	2 100%	1 13%	7 25%	85 30%	38 24%
Autonomy/in charge of my own work	17 4%	2 11%	6 5%	9 3%	3 7%	1 2%	8 3%	2 3%	0 0%	0 0%	1 13%	2 7%	12 4%	5 3%
Suits me/generally like it (it's the job I do/am trained for)	19 4%	0 0%	6 5%	12 4%	2 5%	2 3%	11 5%	2 3%	0 0%	0 0%	0 0%	2 7%	10 3%	9 6%
The people I get to interact with (unspecified)	31 7%	2 11%	3 -2% b	26 +9% c	2 5%	4 7%	15 6%	5 7%	0 0%	0 0%	1 13%	4 14%	16 6%	15 9%
The people I work with	25 6%	1 6%	10 8%	14 5%	1 2%	4 7%	12 5%	3 4%	0 0%	0 0%	1 13%	3 11%	14 5%	11 7%
The clients/tenants/vendors (third parties)	14 3%	0 0%	3 2%	11 4%	1 2%	1 2%	10 4%	1 1%	0 0%	0 0%	1 13%	0 0%	11 4%	3 2%
Career progression/development (Inc. learning/training opportunities)	19 4%	3 17%	5 4%	11 4%	1 2%	3 5%	9 4%	2 3%	0 0%	1 50%	0 0%	3 11%	12 4%	7 4%
Flexibility	7 2%	0 0%	0 0%	6 2%	1 2%	1 2%	3 1%	1 1%	0 0%	0 0%	1 13%	0 0%	4 1%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member *k	Male l	Female m
Sample Bases	452	18	131	301	41	59	236	70	5	2	8	28	287	159
Other	35 8%	4 22%	6 5%	25 8%	5 12%	7 12%	18 8%	3 4%	0 0%	0 0%	0 0%	2 7%	27 9%	8 5%
No / None / Nothing	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	*e	f	*g	*h	*i	j	k	l	*m	
Sample Bases	452	51	305	96	417	26	382	4	29	9	223	80	59	15
It's challenging	80 18%	6 12%	58 19%	16 17%	71 17%	8 31%	64 17%	0 0%	8 28%	2 22%	41 18%	13 16%	6 10%	2 13%
Variety/diverse range of work (it's not monotonous/repetitive)	298 66%	35 69%	204 67%	59 61%	282 +68% d	11 42%	253 66%	3 75%	20 69%	6 67%	150 67%	49 61%	39 66%	7 47%
The results (makes a difference/is worthwhile/important/helps people)	123 27%	13 25%	85 28%	25 26%	105 -25% d	14 54%	111 +29% f	0 0%	5 17%	1 11%	62 28%	27 34%	21 36%	5 33%
Autonomy/in charge of my own work	17 4%	1 2%	13 4%	3 3%	14 3%	2 8%	16 4%	1 25%	0 0%	0 0%	8 4%	5 6%	3 5%	0 0%
Suits me/generally like it (it's the job I do/am trained for)	19 4%	4 8%	11 4%	4 4%	19 5%	0 0%	15 4%	0 0%	3 10%	1 11%	8 4%	3 4%	4 7%	0 0%
The people I get to interact with (unspecified)	31 7%	2 4%	18 6%	11 +11% c	29 7%	2 8%	29 8%	0 0%	0 0%	1 11%	21 +9% j	4 5%	3 5%	1 7%
The people I work with	25 6%	4 8%	17 6%	4 4%	24 6%	0 0%	24 6%	0 0%	1 3%	0 0%	14 6%	4 5%	5 8%	0 0%
The clients/tenants/vendors (third parties)	14 3%	1 2%	9 3%	4 4%	13 3%	1 4%	12 3%	0 0%	0 0%	0 0%	9 4%	1 1%	2 3%	2 13%
Career progression/development (Inc. learning/training opportunities)	19 4%	2 4%	15 5%	2 2%	16 4%	2 8%	15 4%	0 0%	1 3%	1 11%	9 4%	4 5%	2 3%	2 13%
Flexibility	7 2%	0 0%	6 2%	1 1%	6 1%	1 4%	6 2%	0 0%	1 3%	0 0%	3 1%	2 3%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	*e	f	*g	*h	*i	j	k	l	*m	
Sample Bases	452	51	305	96	417	26	382	4	29	9	223	80	59	15
Other	35 8%	4 8%	22 7%	9 9%	31 7%	2 8%	27 7%	1 25%	2 7%	0 0%	16 7%	7 9%	1 2%	2 13%
No / None / Nothing	1 *%	0 0%	0 0%	1 1%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	452	415	8	297	263	169	194	121	198
It's challenging	80 18%	71 17%	1 13%	54 18%	50 19%	31 18%	36 19%	23 19%	45 +23% h
Variety/diverse range of work (it's not monotonous/ repetitive)	298 66%	273 66%	3 38%	197 66%	176 67%	111 66%	125 64%	74 61%	135 68%
The results (makes a difference/is worthwhile/ important/helps people)	123 27%	115 28%	3 38%	82 28%	68 26%	45 27%	49 25%	42 +35% g	48 24%
Autonomy/in charge of my own work	17 4%	17 4%	0 0%	10 3%	9 3%	7 4%	9 5%	5 4%	4 2%
Suits me/generally like it (it's the job I do/am trained for)	19 4%	19 5%	0 0%	15 5%	11 4%	7 4%	7 4%	4 3%	8 4%
The people I get to interact with (unspecified)	31 7%	27 7%	3 38%	18 6%	17 6%	15 9%	15 8%	13 +11% g	15 8%
The people I work with	25 6%	25 6%	0 0%	18 6%	16 6%	7 4%	15 8%	8 7%	14 7%
The clients/tenants/vendors (third parties)	14 3%	13 3%	1 13%	12 4%	7 3%	8 5%	6 3%	4 3%	5 3%
Career progression/development (Inc. learning/ training opportunities)	19 4%	18 4%	0 0%	15 5%	12 5%	8 5%	8 4%	6 5%	7 4%
Flexibility	7 2%	7 2%	0 0%	6 2%	5 2%	3 2%	3 2%	0 0%	3 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	452	415	8	297	263	169	194	121	198
Other	35 8%	30 7%	2 25%	18 6%	20 8%	13 8%	14 7%	12 10%	14 7%
No / None / Nothing	1 *0%	1 *0%	0 0%	1 *0%	0 0%	1 1%	1 1%	0 0%	1 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA *f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals *m
Sample Bases	452	109	145	51	49	45	16	67	53	1	217	323	409	25
It's challenging	80 18%	14 13%	30 21%	8 16%	8 16%	11 24%	2 13%	16 24%	12 23%	0 0%	46 21%	56 17%	74 18%	4 16%
Variety/diverse range of work (it's not monotonous/repetitive)	298 66%	78 72%	98 68%	38 75%	26 -53% d	34 76%	12 75%	46 69%	36 68%	0 0%	148 68%	224 +69% k	279 +68% l	12 48%
The results (makes a difference/is worthwhile/important/helps people)	123 27%	33 30%	35 24%	12 24%	15 31%	12 27%	5 31%	15 22%	13 25%	1 100%	56 26%	86 27%	110 27%	7 28%
Autonomy/in charge of my own work	17 4%	2 2%	4 3%	4 8%	1 2%	0 0%	2 13%	2 3%	1 2%	0 0%	5 2%	12 4%	14 3%	3 12%
Suits me/generally like it (it's the job I do/am trained for)	19 4%	5 5%	6 4%	1 2%	2 4%	2 4%	0 0%	3 4%	4 8%	0 0%	9 4%	15 5%	16 4%	3 12%
The people I get to interact with (unspecified)	31 7%	10 9%	8 6%	2 4%	6 12%	5 11%	1 6%	4 6%	3 6%	0 0%	14 6%	21 7%	29 7%	1 4%
The people I work with	25 6%	7 6%	7 5%	6 +12% c	5 10%	2 4%	1 6%	4 6%	3 6%	0 0%	9 4%	19 6%	24 6%	0 0%
The clients/tenants/vendors (third parties)	14 3%	6 6%	4 3%	4 +8% c	1 2%	0 0%	1 6%	4 6%	2 4%	0 0%	6 3%	10 3%	12 3%	1 4%
Career progression/development (Inc. learning/training opportunities)	19 4%	2 2%	4 3%	2 4%	0 0%	0 0%	0 0%	7 +10% g	1 2%	0 0%	9 4%	11 3%	16 4%	2 8%
Flexibility	7 2%	1 1%	3 2%	1 2%	2 4%	1 2%	1 6%	0 0%	0 0%	0 0%	3 1%	4 1%	5 1%	2 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 29 (continuation)

What do you like about working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA *f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals *m
Sample Bases	452	109	145	51	49	45	16	67	53	1	217	323	409	25
Other	35 8%	5 5%	13 9%	2 4%	2 4%	3 7%	0 0%	8 12%	2 4%	0 0%	17 8%	27 8%	31 8%	3 12%
No / None / Nothing	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 +1% g	0 0%	0 0%	1 *%	1 *%	1 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 30

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	846	186	614	349	483	570	230	48	125	208	434	52	297	222	269
Accounting/financial services/law	40 5%	7 4%	30 5%	23 +7% c	17 4%	26 5%	11 5%	1 2%	8 6%	7 3%	21 5%	5 10%	19 6%	6 3%	9 3%
Architecture/interior design	8 1%	1 1%	6 1%	2 1%	6 1%	3 1%	4 2%	0 0%	0 0%	4 2%	4 1%	0 0%	4 1%	2 1%	1 *%
Armed forces	87 10%	23 12%	62 10%	38 11%	49 10%	65 11%	20 9%	3 6%	11 9%	23 11%	48 11%	2 4%	20 -7% l	27 12%	38 +14% n
Building services/engineering	99 12%	25 13%	70 11%	34 10%	61 13%	65 11%	30 13%	6 13%	12 10%	22 11%	55 13%	5 10%	23 -8% l	30 14%	39 14%
Civil service including prison service	25 3%	6 3%	16 3%	4 -1% c	21 +4% d	11 -2% e	11 5%	0 0%	3 2%	3 1%	16 4%	0 0%	16 +5% l	7 3%	2 -1% n
Construction	65 8%	12 6%	49 8%	19 -5% c	45 +9% d	46 8%	15 7%	7 15%	11 9%	11 5%	36 8%	3 6%	14 -5% l	19 9%	29 +11% n
Customer services	27 3%	10 5%	14 -2% b	17 +5% c	9 -2% d	21 4%	3 1%	1 2%	4 3%	9 4%	12 3%	4 8%	11 4%	9 4%	3 -1% n
Education	23 3%	8 4%	15 2%	7 2%	15 3%	12 2%	11 +5% f	0 0%	5 4%	5 2%	12 3%	2 4%	14 +5% l	4 2%	3 1%
Healthcare	11 1%	3 2%	8 1%	4 1%	7 1%	7 1%	4 2%	0 0%	2 2%	1 *%	7 2%	3 +6% k	2 1%	2 1%	3 1%
Hotel and leisure	54 6%	11 6%	40 7%	18 5%	36 7%	37 6%	14 6%	2 4%	8 6%	17 8%	26 6%	0 0%	12 -4% l	14 6%	28 +10% n
Human resources	11 1%	2 1%	9 1%	4 1%	7 1%	6 1%	5 2%	0 0%	0 0%	3 1%	8 2%	0 0%	4 1%	3 1%	4 1%
IT services	9 1%	3 2%	5 1%	3 1%	6 1%	6 1%	2 1%	0 0%	3 2%	1 *%	5 1%	0 0%	3 1%	3 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	846	186	614	349	483	570	230	48	125	208	434	52	297	222	269
Office manager/administration	115 14%	13 -7% a	98 +16% b	54 15%	58 12%	85 15%	26 11%	8 17%	21 17%	38 +18% i	45 -10% j	9 17%	59 +20% l	27 12%	19 -7% n
Property	46 5%	6 3%	36 6%	24 7%	22 5%	26 5%	16 7%	4 8%	8 6%	8 4%	23 5%	4 8%	10 3%	13 6%	19 7%
Purchasing	6 1%	1 1%	5 1%	1 *% a	4 1%	3 1%	3 1%	1 2%	0 0%	2 1%	3 1%	0 0%	0 0%	2 1%	4 1%
Retail	35 4%	6 3%	27 4%	17 5%	17 4%	22 4%	11 5%	4 8%	1 -1% h	6 3%	23 5%	2 4%	12 4%	12 5%	9 3%
Sales and marketing	14 2%	7 +4% a	7 1%	4 1%	10 2%	11 2%	3 1%	2 4%	1 1%	4 2%	6 1%	3 +6% k	3 1%	5 2%	3 1%
Soft services such as catering or security	50 6%	20 +11% a	28 -5% b	25 7%	24 5%	35 6%	13 6%	2 4%	9 7%	7 3%	31 7%	3 6%	22 7%	14 6%	11 4%
I went into workplace and facilities management straight from full-time education	61 7%	11 6%	48 8%	27 8%	34 7%	47 8%	12 5%	1 2%	14 11%	15 7%	27 6%	5 10%	29 +10% l	10 5%	17 6%
Other	60 7%	11 6%	41 7%	24 7%	35 7%	36 6%	16 7%	6 13%	4 3%	22 +11% i	26 6%	2 4%	20 7%	13 6%	25 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	846	32	226	584	74	106	444	126	11	2	28	48	581	249
Accounting/financial services/law	40 5%	2 6%	12 5%	26 4%	8 +11% d	9 8%	18 4%	3 2%	0 0%	0 0%	1 4%	1 2%	20 -3% l	18 +7% m
Architecture/interior design	8 1%	1 3%	3 1%	4 1%	1 1%	0 0%	4 1%	1 1%	0 0%	0 0%	0 0%	2 +4% k	4 1%	4 2%
Armed forces	87 10%	1 3%	25 11%	61 10%	7 9%	5 -5% e	45 10%	18 14%	2 18%	0 0%	4 14%	6 13%	83 +14% l	4 -2% m
Building services/engineering	99 12%	0 -0% a	11 -5% b	88 +15% c	0 -0% d	4 -4% e	59 13%	25 +20% g	2 18%	0 0%	2 7%	6 13%	94 +16% l	2 -1% m
Civil service including prison service	25 3%	2 6%	4 2%	19 3%	2 3%	4 4%	14 3%	1 1%	0 0%	0 0%	2 7%	1 2%	18 3%	7 3%
Construction	65 8%	2 6%	15 7%	48 8%	4 5%	6 6%	32 7%	15 12%	3 27%	0 0%	3 11%	2 4%	60 +10% l	4 -2% m
Customer services	27 3%	2 6%	9 4%	16 3%	3 4%	4 4%	18 4%	1 1%	0 0%	0 0%	0 0%	1 2%	12 -2% l	15 +6% m
Education	23 3%	1 3%	10 4%	11 -2% c	5 +7% d	4 4%	9 2%	1 1%	0 0%	0 0%	1 4%	2 4%	14 2%	8 3%
Healthcare	11 1%	2 +6% a	3 1%	6 1%	2 3%	3 3%	5 1%	1 1%	0 0%	0 0%	0 0%	0 0%	7 1%	3 1%
Hotel and leisure	54 6%	2 6%	10 4%	42 7%	2 3%	5 5%	37 +8% f	6 5%	1 9%	0 0%	2 7%	1 2%	33 6%	20 8%
Human resources	11 1%	2 +6% a	5 2%	4 -1% c	3 +4% d	0 0%	6 1%	0 0%	0 0%	0 0%	0 0%	2 4%	5 1%	6 2%
IT services	9 1%	1 3%	0 0%	7 1%	0 0%	0 0%	5 1%	3 2%	0 0%	0 0%	1 4%	0 0%	7 1%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	846	32	226	584	74	106	444	126	11	2	28	48	581	249
Office manager/administration	115 14%	7 22%	34 15%	73 13%	15 20%	23 +22% e	57 13%	6 -5% g	0 0%	0 0%	3 11%	9 19%	29 -5% l	84 +34% m
Property	46 5%	1 3%	11 5%	34 6%	3 4%	5 5%	19 4%	16 +13% g	1 9%	0 0%	2 7%	0 0%	34 6%	11 4%
Purchasing	6 1%	0 0%	0 0%	6 1%	0 0%	0 0%	5 1%	1 1%	0 0%	0 0%	0 0%	0 0%	5 1%	1 *%
Retail	35 4%	1 3%	13 6%	21 4%	2 3%	6 6%	18 4%	4 3%	0 0%	0 0%	1 4%	3 6%	20 3%	15 6%
Sales and marketing	14 2%	2 +6% a	6 3%	6 -1% c	0 0%	3 3%	5 1%	1 1%	0 0%	0 0%	2 7%	3 +6% k	9 2%	4 2%
Soft services such as catering or security	50 6%	1 3%	21 +9% b	28 -5% c	7 9%	8 8%	27 6%	5 4%	1 9%	0 0%	1 4%	1 2%	37 6%	12 5%
I went into workplace and facilities management straight from full-time education	61 7%	0 0%	13 6%	48 8%	5 7%	11 10%	29 7%	9 7%	0 0%	1 50%	1 4%	4 8%	41 7%	19 8%
Other	60 7%	2 6%	21 9%	36 6%	5 7%	6 6%	32 7%	9 7%	1 9%	1 50%	2 7%	4 8%	49 +8% l	11 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	846	96	552	198	770	56	700	7	49	16	413	148	102	51
Accounting/financial services/law	40 5%	6 6%	26 5%	8 4%	36 5%	3 5%	34 5%	0 0%	3 6%	1 6%	16 4%	6 4%	11 +11% l	2 4%
Architecture/interior design	8 1%	3 +3% a	3 1%	2 1%	8 1%	0 0%	6 1%	0 0%	2 +4% h	0 0%	4 1%	2 1%	0 0%	0 0%
Armed forces	87 10%	1 -1% a	52 9%	34 +17% c	80 10%	2 4%	74 11%	1 14%	5 10%	1 6%	47 11%	20 14%	6 6%	4 8%
Building services/engineering	99 12%	1 -1% a	60 11%	38 +19% c	88 11%	11 20%	66 -9% f	4 57%	11 +22% h	1 6%	38 -9% j	13 9%	9 9%	12 +24% m
Civil service including prison service	25 3%	1 1%	13 2%	11 +6% c	23 3%	2 4%	23 3%	0 0%	1 2%	0 0%	15 4%	7 5%	0 0%	0 0%
Construction	65 8%	5 5%	49 9%	11 6%	60 8%	2 4%	55 8%	0 0%	2 4%	1 6%	28 7%	16 11%	9 9%	5 10%
Customer services	27 3%	2 2%	19 3%	6 3%	23 3%	4 7%	25 4%	0 0%	0 0%	1 6%	19 +5% j	1 1%	4 4%	1 2%
Education	23 3%	6 +6% a	13 2%	4 2%	19 2%	2 4%	19 3%	0 0%	1 2%	0 0%	8 2%	5 3%	5 5%	2 4%
Healthcare	11 1%	1 1%	6 1%	4 2%	11 1%	0 0%	10 1%	0 0%	0 0%	1 6%	6 1%	1 1%	2 2%	0 0%
Hotel and leisure	54 6%	3 3%	40 7%	11 6%	50 6%	4 7%	43 6%	0 0%	1 2%	1 6%	29 7%	6 4%	7 7%	7 +14% m
Human resources	11 1%	1 1%	7 1%	3 2%	10 1%	1 2%	9 1%	0 0%	0 0%	1 6%	6 1%	1 1%	0 0%	0 0%
IT services	9 1%	1 1%	3 -1% b	5 +3% c	9 1%	0 0%	8 1%	0 0%	0 0%	1 6%	2 *% j	4 +3% k	1 1%	0 0%
Office manager/administration	115 14%	14 15%	86 +16% b	15 -8% c	107 14%	7 13%	104 +15% f	0 0%	4 8%	1 6%	66 +16% j	19 13%	12 12%	2 -4% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	846	96	552	198	770	56	700	7	49	16	413	148	102	51
Property	46 5%	3 3%	31 6%	12 6%	41 5%	2 4%	33 -5% f	1 14%	3 6%	4 25%	16 4%	9 6%	6 6%	4 8%
Purchasing	6 1%	0 0%	2 *%	4 +2% c	6 1%	0 0%	5 1%	0 0%	0 0%	0 0%	3 1%	1 1%	1 1%	1 2%
Retail	35 4%	6 6%	26 5%	3 -2% c	28 -4% d	5 9%	31 4%	0 0%	1 2%	0 0%	19 5%	8 5%	3 3%	1 2%
Sales and marketing	14 2%	2 2%	10 2%	2 1%	14 2%	0 0%	13 2%	0 0%	1 2%	0 0%	6 1%	3 2%	2 2%	0 0%
Soft services such as catering or security	50 6%	7 7%	37 7%	6 -3% c	46 6%	2 4%	46 7%	1 14%	2 4%	0 0%	25 6%	9 6%	9 9%	1 2%
I went into workplace and facilities management straight from full-time education	61 7%	28 +29% a	26 -5% b	7 -4% c	54 7%	6 11%	50 7%	0 0%	5 10%	1 6%	34 8%	5 -3% k	8 8%	4 8%
Other	60 7%	5 5%	43 8%	12 6%	57 7%	3 5%	46 7%	0 0%	7 +14% h	1 6%	26 6%	12 8%	7 7%	5 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	846	784	11	549	462	332	361	228	364
Accounting/financial services/law	40 5%	39 5%	0 0%	27 5%	25 5%	23 +7% e	15 4%	10 4%	19 5%
Architecture/interior design	8 1%	8 1%	0 0%	7 1%	4 1%	6 +2% e	6 2%	2 1%	6 2%
Armed forces	87 10%	77 10%	4 36%	58 11%	51 11%	34 10%	36 10%	22 10%	28 -8% h
Building services/engineering	99 12%	91 12%	1 9%	63 11%	42 -9% d	41 12%	43 12%	35 +15% g	42 12%
Civil service including prison service	25 3%	23 3%	0 0%	15 3%	8 -2% d	10 3%	12 3%	3 1%	9 2%
Construction	65 8%	63 8%	0 0%	43 8%	41 9%	27 8%	23 6%	14 6%	30 8%
Customer services	27 3%	23 3%	1 9%	17 3%	9 -2% d	4 -1% e	8 2%	6 3%	7 2%
Education	23 3%	22 3%	0 0%	11 2%	13 3%	11 3%	11 3%	5 2%	8 2%
Healthcare	11 1%	11 1%	0 0%	10 2%	5 1%	8 +2% e	8 +2% f	4 2%	5 1%
Hotel and leisure	54 6%	52 7%	1 9%	35 6%	30 6%	20 6%	18 5%	12 5%	28 8%
Human resources	11 1%	10 1%	1 9%	7 1%	7 2%	5 2%	7 2%	2 1%	6 2%
IT services	9 1%	9 1%	0 0%	5 1%	8 +2% d	2 1%	7 +2% f	6 +3% g	7 +2% h
Office manager/administration	115 14%	106 14%	2 18%	77 14%	63 14%	35 -11% e	55 15%	24 11%	55 15%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	846	784	11	549	462	332	361	228	364
Property	46 5%	40 5%	0 0%	22 -4% c	28 6%	21 6%	19 5%	13 6%	17 5%
Purchasing	6 1%	6 1%	0 0%	3 1%	4 1%	3 1%	4 1%	3 1%	4 1%
Retail	35 4%	34 4%	0 0%	24 4%	17 4%	13 4%	15 4%	11 5%	16 4%
Sales and marketing	14 2%	13 2%	1 9%	9 2%	8 2%	8 2%	6 2%	7 3%	6 2%
Soft services such as catering or security	50 6%	47 6%	0 0%	35 6%	27 6%	18 5%	23 6%	20 +9% g	24 7%
I went into workplace and facilities management straight from full-time education	61 7%	57 7%	0 0%	42 8%	36 8%	22 7%	23 6%	13 6%	26 7%
Other	60 7%	53 7%	0 0%	39 7%	36 8%	21 6%	22 6%	16 7%	21 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	846	198	277	102	89	89	33	132	80	3	422	609	771	45
Accounting/financial services/law	40 5%	10 5%	18 6%	3 3%	5 6%	4 4%	0 0%	6 5%	3 4%	0 0%	21 5%	29 5%	37 5%	1 2%
Architecture/interior design	8 1%	3 2%	1 *%	1 1%	1 1%	1 1%	0 0%	1 1%	1 1%	0 0%	2 *%	8 1%	8 1%	0 0%
Armed forces	87 10%	13 -7%	44 +16%	19 +19%	10 11%	5 6%	4 12%	21 +16%	16 +20%	1 33%	58 +14%	68 11%	84 11%	2 4%
Building services/engineering	99 12%	24 12%	27 10%	30 +29%	12 13%	14 16%	3 9%	22 17%	6 8%	0 0%	57 14%	69 11%	91 12%	3 7%
Civil service including prison service	25 3%	7 4%	8 3%	0 0%	0 0%	3 3%	0 0%	4 3%	3 4%	0 0%	11 3%	17 3%	22 3%	1 2%
Construction	65 8%	21 11%	13 -5%	11 11%	11 12%	8 9%	2 6%	12 9%	3 4%	0 0%	28 7%	49 8%	61 8%	2 4%
Customer services	27 3%	4 2%	9 3%	3 3%	0 0%	1 1%	0 0%	4 3%	0 0%	0 0%	10 2%	16 3%	24 3%	2 4%
Education	23 3%	12 +6%	7 3%	1 1%	2 2%	3 3%	1 3%	1 1%	2 3%	1 33%	11 3%	18 3%	21 3%	0 0%
Healthcare	11 1%	2 1%	0 -0%	1 1%	2 2%	2 2%	0 0%	2 2%	2 3%	0 0%	5 1%	6 1%	10 1%	1 2%
Hotel and leisure	54 6%	13 7%	16 6%	4 4%	8 9%	7 8%	5 +15%	5 4%	11 +14%	0 0%	24 6%	42 7%	52 7%	1 2%
Human resources	11 1%	3 2%	4 1%	0 0%	1 1%	2 2%	0 0%	2 2%	0 0%	0 0%	4 1%	8 1%	11 1%	0 0%
IT services	9 1%	1 1%	3 1%	3 +3%	0 0%	1 1%	1 3%	4 +3%	2 3%	0 0%	5 1%	5 1%	8 1%	1 2%
Office manager/administration	115 14%	15 -8%	41 15%	6 -6%	9 10%	7 8%	3 9%	15 11%	3 -4%	0 0%	53 13%	78 13%	99 -13%	12 +27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 30 (continuation)

What did you do before you started working in FM?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	846	198	277	102	89	89	33	132	80	3	422	609	771	45
Property	46 5%	17 +9% a	16 6%	6 6%	3 3%	5 6%	2 6%	3 2%	8 10%	1 33%	30 +7% j	28 5%	45 6%	1 2%
Purchasing	6 1%	1 1%	1 *% a	0 0%	1 1%	1 1%	1 3%	0 0%	1 1%	0 0%	2 *% j	5 1%	5 1%	1 2%
Retail	35 4%	6 3%	13 5%	2 2%	2 2%	3 3%	2 6%	4 3%	0 0%	0 0%	15 4%	23 4%	29 4%	5 +11% m
Sales and marketing	14 2%	5 3%	2 1%	0 0%	1 1%	3 3%	1 3%	3 2%	1 1%	0 0%	5 1%	12 2%	14 2%	0 0%
Soft services such as catering or security	50 6%	6 -3% a	16 6%	0 -0% c	5 6%	3 3%	4 12%	8 6%	7 9%	0 0%	24 6%	35 6%	42 5%	4 9%
I went into workplace and facilities management straight from full-time education	61 7%	18 9%	24 9%	5 5%	6 7%	8 9%	1 3%	9 7%	5 6%	0 0%	33 8%	47 8%	55 7%	3 7%
Other	60 7%	17 9%	14 5%	7 7%	10 11%	8 9%	3 9%	6 5%	6 8%	0 0%	24 6%	46 8%	53 7%	5 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 31

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	834	180	607	342	478	559	228	46	120	214	424	50	285	223	269
BA/BSc (in FM or an FM-related discipline)	53 6%	9 5%	38 6%	20 6%	33 7%	27 -5% e	20 9%	9 +20% g	5 4%	11 5%	22 5%	2 4%	5 -2% l	11 5%	35 +13% n
BA/BSc (in a non FM-related discipline)	154 18%	33 18%	112 18%	66 19%	86 18%	97 17%	48 21%	5 11%	19 16%	44 21%	85 20%	8 16%	50 18%	38 17%	56 21%
IWFM level 2 FM qualification (certificate)	25 3%	8 4%	16 3%	11 3%	13 3%	18 3%	6 3%	1 2%	6 5%	4 2%	14 3%	5 +10% k	11 4%	5 2%	4 1%
IWFM Level 3 FM qualification (award, certificate, diploma)	56 7%	10 6%	44 7%	25 7%	31 6%	33 6%	21 9%	2 4%	9 8%	9 4%	35 8%	6 12%	32 +11% l	10 4%	8 -3% n
IWFM Level 4 FM qualification (award, certificate, diploma)	99 12%	15 8%	78 13%	45 13%	51 11%	64 11%	29 13%	4 9%	19 16%	32 15%	43 10%	5 10%	47 +16% l	29 13%	17 -6% n
IWFM Level 5 FM qualification (award, certificate, diploma)	51 6%	6 3%	41 7%	24 7%	25 5%	30 5%	17 7%	1 2%	7 6%	17 8%	25 6%	1 2%	12 4%	21 +9% m	16 6%
IWFM Level 6 FM qualification (award, certificate, extended diploma)	27 3%	7 4%	19 3%	15 4%	12 3%	19 3%	7 3%	0 0%	4 3%	5 2%	16 4%	0 0%	2 -1% l	13 +6% m	12 4%
IWFM Level 7 FM qualification (certificate, extended diploma)	16 2%	7 +4% a	7 -1% b	4 1%	12 3%	11 2%	3 1%	0 0%	5 4%	2 1%	8 2%	0 0%	6 2%	2 1%	8 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	834	180	607	342	478	559	228	46	120	214	424	50	285	223	269
The former BIFM qualification (part I and part II)	40 5%	11 6%	27 4%	14 4%	25 5%	27 5%	11 5%	2 4%	5 4%	12 6%	20 5%	1 2%	6 -2% l	17 +8% m	15 6%
FM Apprenticeship Level 2	5 1%	0 0%	5 1%	2 1%	3 1%	3 1%	2 1%	1 2%	0 0%	0 0%	3 1%	1 2%	3 1%	0 0%	1 *
FM Apprenticeship Level 3	7 1%	1 1%	6 1%	1 *	6 1%	5 1%	2 1%	0 0%	1 1%	1 *	5 1%	1 2%	4 1%	0 0%	2 1%
FM Apprenticeship Level 4	2 *%	0 0%	2 *%	1 *%	1 *%	2 *%	0 0%	0 0%	0 0%	1 *	1 *%	1 +2% k	1 *%	0 0%	0 0%
FM Apprenticeship Level 6	1 *%	0 0%	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%	0 0%
FM Apprenticeship Level 7	4 *%	1 1%	3 *%	1 *%	2 *%	3 1%	1 *%	0 0%	0 0%	0 0%	4 +1% j	0 0%	0 0%	2 1%	2 1%
Non-FM Apprenticeship Level 2	8 1%	0 0%	7 1%	6 +2% c	2 *%	4 1%	3 1%	0 0%	0 0%	1 *	6 1%	2 +4% k	1 *%	2 1%	3 1%
Non-FM Apprenticeship Level 3	19 2%	5 3%	11 2%	5 1%	13 3%	13 2%	3 1%	0 0%	3 3%	4 2%	12 3%	0 0%	8 3%	7 3%	4 1%
Non-FM Apprenticeship Level 4	5 1%	2 1%	2 *%	3 1%	2 *%	2 *%	2 1%	0 0%	1 1%	1 *	3 1%	0 0%	1 *%	2 1%	2 1%
Non-FM Apprenticeship Level 5	8 1%	0 0%	7 1%	6 +2% c	2 *%	3 1%	4 2%	0 0%	2 2%	2 1%	4 1%	0 0%	2 1%	4 2%	2 1%
Non-FM Apprenticeship Level 6	3 *%	0 0%	2 *%	3 +1% c	0 -0% d	1 *%	1 *%	0 0%	0 0%	0 0%	3 1%	0 0%	0 0%	3 +1% m	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	834	180	607	342	478	559	228	46	120	214	424	50	285	223	269
Non-FM Apprenticeship Level 7	10 1%	3 2%	5 1%	5 1%	5 1%	7 1%	1 *%	0 0%	2 2%	2 1%	5 1%	0 0%	3 1%	3 1%	4 1%
HNC (in FM or an FM-related discipline)	39 5%	6 3%	28 5%	16 5%	23 5%	20 -4% e	14 6%	4 9%	5 4%	9 4%	20 5%	0 0%	8 3%	9 4%	21 +8% n
HNC (in a non-FM related discipline)	65 8%	13 7%	48 8%	25 7%	39 8%	38 7%	23 10%	3 7%	4 -3% h	14 7%	43 +10% j	4 8%	19 7%	20 9%	21 8%
HND (in FM or an FM-related discipline)	22 3%	8 4%	13 2%	7 2%	15 3%	15 3%	6 3%	1 2%	2 2%	7 3%	12 3%	1 2%	1 -*% l	6 3%	14 +5% n
HND (in a non FM-related discipline)	68 8%	17 9%	48 8%	22 6%	44 9%	42 8%	23 10%	2 4%	8 7%	14 7%	41 10%	4 8%	21 7%	17 8%	26 10%
ILM Level 3 FM qualification	43 5%	14 8%	28 5%	14 4%	29 6%	31 6%	11 5%	1 2%	5 4%	8 4%	28 7%	5 10%	12 4%	14 6%	12 4%
IOSH	379 45%	87 48%	275 45%	153 45%	218 46%	262 47%	100 44%	17 37%	55 46%	96 45%	200 47%	18 36%	147 +52% l	109 49%	104 -39% n
MA/MSc (in FM or an FM-related discipline)	50 6%	10 6%	37 6%	17 5%	32 7%	34 6%	13 6%	2 4%	7 6%	11 5%	28 7%	0 0%	4 -1% l	9 4%	37 +14% n
MA/MSc in a non FM-related discipline)	47 6%	10 6%	32 5%	20 6%	26 5%	28 5%	14 6%	3 7%	7 6%	12 6%	23 5%	4 8%	10 4%	4 -2% m	29 +11% n
MBA (in an FM-related discipline)	10 1%	3 2%	7 1%	8 +2% c	2 -*% d	6 1%	4 2%	0 0%	0 0%	2 1%	7 2%	0 0%	0 -0% l	1 *%	9 +3% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	834	180	607	342	478	559	228	46	120	214	424	50	285	223	269
MBA (in a non FM-related discipline)	23 3%	7 4%	15 2%	10 3%	13 3%	14 3%	8 4%	2 4%	2 2%	6 3%	12 3%	0 0%	3 -1% l	3 1%	17 +6% n
NEBOSH	283 34%	44 -24% a	223 +37% b	111 32%	165 35%	188 34%	79 35%	14 30%	34 28%	82 38%	147 35%	10 -20% k	79 -28% l	94 +42% m	99 37%
NVQ Level 3 (in a non-FM-related discipline)	80 10%	18 10%	60 10%	39 11%	40 8%	60 11%	18 8%	4 9%	10 8%	18 8%	46 11%	8 16%	38 +13% l	24 11%	10 -4% n
NVQ Level 4 (in FM or an FM-related discipline)	29 3%	6 3%	21 3%	14 4%	14 3%	19 3%	8 4%	4 +9% g	5 4%	4 2%	16 4%	2 4%	8 3%	11 5%	7 3%
NVQ Level 4 (in a non-FM related discipline)	36 4%	9 5%	27 4%	14 4%	22 5%	29 5%	7 3%	0 0%	4 3%	9 4%	23 5%	1 2%	15 5%	9 4%	11 4%
Post-graduate diploma (in FM or an FM-related discipline)	43 5%	7 4%	34 6%	25 +7% c	17 -4% d	28 5%	13 6%	0 0%	2 2%	10 5%	28 7%	1 2%	5 -2% l	14 6%	23 +9% n
Post-graduate diploma (in a non-FM related discipline)	39 5%	7 4%	29 5%	16 5%	22 5%	20 -4% e	16 +7% f	1 2%	5 4%	9 4%	24 6%	1 2%	7 -2% l	8 4%	23 +9% n
PhD or equivalent (in a non FM-related discipline)	3 *% *	0 0% *	3 *% *	1 *% *	2 *% *	1 *% *	2 1% *	0 0% *	0 0% *	0 0% *	3 1% *	0 0% *	1 *% *	0 0% *	2 1% *
Other	70 8%	11 6%	55 9%	29 8%	40 8%	40 7%	26 11%	5 11%	9 8%	11 -5% i	42 10%	1 2%	28 10%	20 9%	21 8%
None of the above	46 6%	12 7%	34 6%	19 6%	27 6%	35 6%	11 5%	3 7%	7 6%	15 7%	19 4%	8 +16% k	20 7%	7 3%	11 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	834	31	224	575	72	102	437	130	11	2	29	46	579	240
BA/BSc (in FM or an FM-related discipline)	53 6%	0 0%	7 -3%	46 +8%	1 1%	1 -1%	12 -3%	33 +25%	2 18%	0 0%	1 3%	3 7%	53 +9%	0 -0%
		b	c			e	f	g					l	m
BA/BSc (in a non FM-related discipline)	154 18%	11 +35%	50 22%	93 -16%	18 25%	25 25%	59 -14%	29 22%	2 18%	2 100%	9 31%	9 20%	101 17%	53 22%
		a	c				f							
IWFM level 2 FM qualification (certificate)	25 3%	2 6%	6 3%	17 3%	6 +8%	6 6%	10 2%	2 2%	0 0%	0 0%	0 0%	0 0%	13 2%	12 +5%
					d									m
IWFM Level 3 FM qualification (award, certificate, diploma)	56 7%	6 +19%	18 8%	31 -5%	6 8%	18 +18%	30 7%	1 -1%	0 0%	0 0%	0 0%	0 0%	31 -5%	25 +10%
		a	c			e	g						l	m
IWFM Level 4 FM qualification (award, certificate, diploma)	99 12%	1 3%	41 +18%	56 -10%	9 13%	9 9%	74 +17%	4 -3%	0 0%	0 0%	1 3%	1 -2%	68 12%	30 13%
			b	c			f	g				k		
IWFM Level 5 FM qualification (award, certificate, diploma)	51 6%	0 0%	10 4%	41 7%	1 1%	2 2%	38 +9%	8 6%	0 0%	0 0%	1 3%	1 2%	34 6%	14 6%
							f							
IWFM Level 6 FM qualification (award, certificate, extended diploma)	27 3%	1 3%	9 4%	17 3%	0 0%	0 -0%	12 3%	15 +12%	0 0%	0 0%	0 0%	0 0%	21 4%	6 3%
						e	g							
IWFM Level 7 FM qualification (certificate, extended diploma)	16 2%	0 0%	7 3%	9 2%	0 0%	0 0%	3 -1%	11 +8%	1 9%	0 0%	1 3%	0 0%	14 2%	2 1%
							f	g						

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	834	31	224	575	72	102	437	130	11	2	29	46	579	240
The former BIFM qualification (part I and part II)	40 5%	0 0%	2 -1% b	37 +6% c	2 3%	1 1%	26 6%	8 6%	1 9%	0 0%	1 3%	1 2%	32 6%	8 3%
FM Apprenticeship Level 2	5 1%	1 3%	0 0%	4 1%	1 1%	1 1%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	3 1%	2 1%
FM Apprenticeship Level 3	7 1%	0 0%	1 *%	6 1%	1 1%	1 1%	3 1%	0 0%	0 0%	0 0%	0 0%	2 +4% k	5 1%	2 1%
FM Apprenticeship Level 4	2 *%	1 +3% a	1 *%	0 -0% c	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +2% k	2 *%	0 0%
FM Apprenticeship Level 6	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
FM Apprenticeship Level 7	4 *%	0 0%	0 0%	4 1%	0 0%	0 0%	2 *%	0 0%	2 18%	0 0%	0 0%	0 0%	4 1%	0 0%
Non-FM Apprenticeship Level 2	8 1%	0 0%	2 1%	6 1%	0 0%	2 2%	3 1%	1 1%	0 0%	0 0%	0 0%	1 2%	7 1%	1 *%
Non-FM Apprenticeship Level 3	19 2%	0 0%	5 2%	14 2%	1 1%	4 4%	8 2%	3 2%	0 0%	0 0%	0 0%	2 4%	16 3%	2 1%
Non-FM Apprenticeship Level 4	5 1%	0 0%	1 *%	4 1%	0 0%	1 1%	4 1%	0 0%	0 0%	0 0%	0 0%	0 0%	5 1%	0 0%
Non-FM Apprenticeship Level 5	8 1%	0 0%	0 0%	8 1%	0 0%	1 1%	6 1%	0 0%	0 0%	0 0%	0 0%	1 2%	4 1%	4 2%
Non-FM Apprenticeship Level 6	3 *%	0 0%	1 *%	2 *%	0 0%	0 0%	1 *%	2 +2% g	0 0%	0 0%	0 0%	0 0%	3 1%	0 0%
Non-FM Apprenticeship Level 7	10 1%	0 0%	0 0%	10 +2% c	1 1%	0 0%	7 2%	2 2%	0 0%	0 0%	0 0%	0 0%	9 2%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	834	31	224	575	72	102	437	130	11	2	29	46	579	240
HNC (in FM or an FM-related discipline)	39 5%	0 0%	1 -1% b	38 +7% c	1 1%	1 1%	24 5%	11 +8% g	1 9%	0 0%	0 0%	1 2%	37 +6% l	2 -1% m
HNC (in a non-FM related discipline)	65 8%	0 0%	11 5%	53 +9% c	5 7%	4 4%	37 8%	9 7%	1 9%	0 0%	5 17%	4 9%	56 +10% l	8 -3% m
HND (in FM or an FM-related discipline)	22 3%	0 0%	2 1%	20 +3% c	0 0%	1 1%	15 3%	3 2%	0 0%	0 0%	1 3%	2 4%	19 3%	3 1%
HND (in a non FM-related discipline)	68 8%	2 6%	17 8%	49 9%	5 7%	9 9%	35 8%	7 5%	0 0%	0 0%	6 21%	6 13%	49 8%	17 7%
ILM Level 3 FM qualification	43 5%	1 3%	11 5%	31 5%	4 6%	2 2%	23 5%	8 6%	0 0%	0 0%	2 7%	3 7%	32 6%	9 4%
IOSH	379 45%	8 -26% a	108 48%	262 46%	30 42%	52 51%	215 +49% f	53 41%	2 18%	0 0%	10 34%	15 33%	270 47%	103 43%
MA/MSc (in FM or an FM-related discipline)	50 6%	0 0%	5 -2% b	45 +8% c	0 -0% d	0 -0% e	11 -3% f	36 +28% g	2 18%	0 0%	1 3%	0 0%	40 7%	10 4%
MA/MSc in a non FM-related discipline)	47 6%	2 6%	9 4%	36 6%	3 4%	2 2%	20 5%	13 +10% g	2 18%	0 0%	5 17%	2 4%	34 6%	12 5%
MBA (in an FM-related discipline)	10 1%	1 3%	0 0%	9 2%	0 0%	0 0%	2 -1% f	7 +5% g	0 0%	0 0%	1 3%	0 0%	9 2%	1 *%
MBA (in a non FM-related discipline)	23 3%	1 3%	5 2%	17 3%	0 0%	2 2%	12 3%	5 4%	0 0%	0 0%	3 10%	1 2%	18 3%	5 2%
NEBOSH	283 34%	1 -3% a	52 -23% b	229 +40% c	10 -14% d	25 -25% e	179 +41% f	48 37%	5 45%	0 0%	3 10%	10 22%	215 +37% l	64 -27% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	834	31	224	575	72	102	437	130	11	2	29	46	579	240
NVQ Level 3 (in a non-FM-related discipline)	80 10%	3 10%	32 +14% b	45 -8% c	10 14%	15 15%	40 9%	8 6%	0 0%	0 0%	1 3%	6 13%	52 9%	27 11%
NVQ Level 4 (in FM or an FM-related discipline)	29 3%	2 6%	3 -1% b	24 4%	2 3%	2 2%	20 5%	4 3%	0 0%	0 0%	0 0%	1 2%	23 4%	5 2%
NVQ Level 4 (in a non-FM related discipline)	36 4%	0 0%	15 +7% b	21 4%	4 6%	1 1%	19 4%	8 6%	1 9%	0 0%	1 3%	2 4%	30 5%	5 -2% m
Post-graduate diploma (in FM or an FM-related discipline)	43 5%	0 0%	4 -2% b	39 +7% c	1 1%	2 2%	15 -3% f	20 +15% g	2 18%	1 50%	0 0%	2 4%	35 6%	8 3%
Post-graduate diploma (in a non-FM related discipline)	39 5%	0 0%	10 4%	29 5%	3 4%	3 3%	12 -3% f	14 +11% g	1 9%	0 0%	5 17%	1 2%	30 5%	8 3%
PhD or equivalent (in a non FM-related discipline)	3 *%	0 0%	2 1%	1 *%	1 1%	0 0%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	1 *%
Other	70 8%	1 3%	21 9%	48 8%	3 4%	11 11%	39 9%	13 10%	1 9%	0 0%	1 3%	2 4%	52 9%	15 6%
None of the above	46 6%	3 10%	19 +8% b	24 -4% c	10 +14% d	6 6%	22 5%	1 -1% g	0 0%	0 0%	1 3%	5 11%	24 -4% l	19 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	834	92	549	193	756	58	690	7	47	15	409	148	99	51
BA/BSc (in FM or an FM-related discipline)	53 6%	4 4%	35 6%	14 7%	46 6%	6 10%	36 -5% f	0 0%	7 +15% h	2 13%	25 6%	7 5%	3 3%	8 +16% m
BA/BSc (in a non FM-related discipline)	154 18%	28 +30% a	99 18%	27 14%	135 18%	17 +29% e	128 19%	2 29%	7 15%	2 13%	72 18%	29 20%	22 22%	10 20%
IWFM level 2 FM qualification (certificate)	25 3%	4 4%	14 3%	7 4%	21 3%	2 3%	20 3%	0 0%	3 6%	0 0%	12 3%	6 4%	1 1%	1 2%
IWFM Level 3 FM qualification (award, certificate, diploma)	56 7%	11 +12% a	35 6%	10 5%	53 7%	3 5%	47 7%	0 0%	1 2%	2 13%	26 6%	11 7%	7 7%	2 4%
IWFM Level 4 FM qualification (award, certificate, diploma)	99 12%	16 17%	72 13%	11 -6% c	90 12%	9 16%	86 12%	0 0%	3 6%	3 20%	52 13%	19 13%	11 11%	4 8%
IWFM Level 5 FM qualification (award, certificate, diploma)	51 6%	3 3%	36 7%	12 6%	43 6%	7 12%	45 7%	0 0%	2 4%	1 7%	28 7%	9 6%	6 6%	3 6%
IWFM Level 6 FM qualification (award, certificate, extended diploma)	27 3%	3 3%	21 4%	3 2%	22 3%	4 7%	22 3%	0 0%	0 0%	0 0%	10 2%	8 5%	2 2%	5 +10% m
IWFM Level 7 FM qualification (certificate, extended diploma)	16 2%	3 3%	7 1%	6 3%	14 2%	2 3%	14 2%	0 0%	0 0%	0 0%	8 2%	1 1%	5 +5% l	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	834	92	549	193	756	58	690	7	47	15	409	148	99	51
The former BIFM qualification (part I and part II)	40 5%	1 1%	16 -3% b	23 +12% c	38 5%	2 3%	34 5%	0 0%	1 2%	0 0%	25 6%	6 4%	1 1%	3 6%
FM Apprenticeship Level 2	5 1%	1 1%	4 1%	0 0%	5 1%	0 0%	5 1%	0 0%	0 0%	0 0%	3 1%	2 1%	0 0%	0 0%
FM Apprenticeship Level 3	7 1%	2 2%	5 1%	0 0%	7 1%	0 0%	6 1%	0 0%	1 2%	0 0%	2 *%	2 1%	2 2%	0 0%
FM Apprenticeship Level 4	2 *%	1 1%	1 *%	0 0%	2 *%	0 0%	2 *%	0 0%	0 0%	0 0%	1 *%	1 1%	0 0%	0 0%
FM Apprenticeship Level 6	1 *%	0 0%	1 *%	0 0%	1 *%	0 0%	0 -0% f	0 0%	1 +2% h	0 0%	0 0%	0 0%	0 0%	0 0%
FM Apprenticeship Level 7	4 *%	1 1%	2 *%	1 1%	4 1%	0 0%	3 *%	0 0%	0 0%	0 0%	1 *%	1 1%	0 0%	1 2%
Non-FM Apprenticeship Level 2	8 1%	2 2%	4 1%	2 1%	7 1%	1 2%	7 1%	0 0%	1 2%	0 0%	4 1%	2 1%	1 1%	0 0%
Non-FM Apprenticeship Level 3	19 2%	1 1%	14 3%	4 2%	19 3%	0 0%	17 2%	0 0%	2 4%	0 0%	8 2%	4 3%	4 4%	0 0%
Non-FM Apprenticeship Level 4	5 1%	0 0%	3 1%	2 1%	4 1%	0 0%	5 1%	0 0%	0 0%	0 0%	3 1%	0 0%	2 2%	0 0%
Non-FM Apprenticeship Level 5	8 1%	1 1%	6 1%	1 1%	8 1%	0 0%	7 1%	0 0%	0 0%	0 0%	5 1%	0 0%	2 2%	1 2%
Non-FM Apprenticeship Level 6	3 *%	0 0%	3 1%	0 0%	3 *%	0 0%	1 -1% f	1 14%	1 +2% h	0 0%	0 0%	0 0%	1 1%	0 0%
Non-FM Apprenticeship Level 7	10 1%	1 1%	7 1%	2 1%	10 1%	0 0%	5 -1% f	0 0%	3 +6% h	0 0%	3 1%	0 0%	2 2%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	834	92	549	193	756	58	690	7	47	15	409	148	99	51
HNC (in FM or an FM-related discipline)	39 5%	1 1%	26 5%	12 6%	36 5%	1 2%	26 -4% f	0 0%	10 +21% h	0 0%	14 3%	5 3%	4 4%	2 4%
HNC (in a non-FM related discipline)	65 8%	3 3%	33 -6% b	29 +15% c	63 8%	0 -0% e	53 8%	0 0%	5 11%	2 13%	31 8%	12 8%	10 10%	1 2%
HND (in FM or an FM-related discipline)	22 3%	2 2%	11 2%	9 +5% c	21 3%	1 2%	17 2%	0 0%	4 +9% h	0 0%	12 3%	5 3%	0 0%	1 2%
HND (in a non FM-related discipline)	68 8%	3 3%	44 8%	21 11%	61 8%	3 5%	56 8%	0 0%	4 9%	1 7%	34 8%	11 7%	11 11%	5 10%
ILM Level 3 FM qualification	43 5%	3 3%	29 5%	11 6%	39 5%	3 5%	37 5%	0 0%	1 2%	1 7%	17 4%	10 7%	8 8%	3 6%
IOSH	379 45%	46 50%	256 47%	77 40%	352 +47% d	20 34%	322 47%	2 29%	30 +64% h	5 33%	184 45%	69 47%	52 53%	10 -20% m
MA/MSc (in FM or an FM-related discipline)	50 6%	4 4%	31 6%	15 8%	41 -5% d	8 +14% e	39 6%	0 0%	5 11%	1 7%	29 7%	6 4%	3 3%	4 8%
MA/MSc in a non FM-related discipline)	47 6%	3 3%	33 6%	11 6%	38 -5% d	9 +16% e	40 6%	0 0%	1 2%	1 7%	26 6%	9 6%	3 3%	5 10%
MBA (in an FM-related discipline)	10 1%	1 1%	6 1%	3 2%	8 1%	2 3%	8 1%	0 0%	0 0%	0 0%	3 1%	4 3%	0 0%	2 4%
MBA (in a non FM-related discipline)	23 3%	0 0%	17 3%	6 3%	18 -2% d	3 5%	18 3%	0 0%	0 0%	0 0%	12 3%	3 2%	3 3%	5 +10% m
NEBOSH	283 34%	25 27%	179 33%	79 +41% c	257 34%	18 31%	247 +36% f	2 29%	13 28%	4 27%	154 +38% j	57 39%	27 27%	11 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	834	92	549	193	756	58	690	7	47	15	409	148	99	51
NVQ Level 3 (in a non-FM-related discipline)	80 10%	11 12%	56 10%	13 7%	74 10%	3 5%	66 10%	0 0%	4 9%	2 13%	29 -7% j	21 +14% k	14 14%	2 4%
NVQ Level 4 (in FM or an FM-related discipline)	29 3%	4 4%	19 3%	6 3%	28 4%	1 2%	24 3%	1 14%	2 4%	0 0%	17 4%	6 4%	0 -0% l	0 0%
NVQ Level 4 (in a non-FM related discipline)	36 4%	0 -0% a	24 4%	12 6%	34 4%	2 3%	33 5%	0 0%	2 4%	1 7%	11 -3% j	13 +9% k	8 +8% l	0 0%
Post-graduate diploma (in FM or an FM-related discipline)	43 5%	1 1%	31 6%	11 6%	38 5%	3 5%	34 5%	1 14%	3 6%	2 13%	19 5%	8 5%	6 6%	2 4%
Post-graduate diploma (in a non-FM related discipline)	39 5%	3 3%	21 4%	15 +8% c	36 5%	2 3%	36 5%	0 0%	1 2%	0 0%	20 5%	11 7%	5 5%	2 4%
PhD or equivalent (in a non FM-related discipline)	3 *%	0 0%	3 1%	0 0%	3 *%	0 0%	3 *%	0 0%	0 0%	0 0%	1 *%	2 +1% k	0 0%	0 0%
Other	70 8%	10 11%	43 8%	17 9%	64 8%	3 5%	55 8%	2 29%	2 4%	3 20%	32 8%	12 8%	7 7%	7 14%
None of the above	46 6%	4 4%	33 6%	9 5%	42 6%	3 5%	41 6%	1 14%	1 2%	2 13%	21 5%	8 5%	8 8%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	834	773	11	541	461	333	356	229	360
BA/BSc (in FM or an FM-related discipline)	53 6%	47 6%	1 9%	24 -4% c	23 5%	21 6%	22 6%	14 6%	18 5%
BA/BSc (in a non FM-related discipline)	154 18%	144 19%	1 9%	104 19%	84 18%	68 20%	64 18%	43 19%	67 19%
IWFM level 2 FM qualification (certificate)	25 3%	24 3%	0 0%	19 4%	12 3%	8 2%	9 3%	8 3%	11 3%
IWFM Level 3 FM qualification (award, certificate, diploma)	56 7%	53 7%	0 0%	33 6%	35 8%	19 6%	22 6%	10 4%	17 -5% h
IWFM Level 4 FM qualification (award, certificate, diploma)	99 12%	90 12%	3 27%	73 +13% c	64 +14% d	43 13%	41 12%	19 -8% g	40 11%
IWFM Level 5 FM qualification (award, certificate, diploma)	51 6%	49 6%	0 0%	35 6%	37 +8% d	22 7%	19 5%	8 3%	17 5%
IWFM Level 6 FM qualification (award, certificate, extended diploma)	27 3%	25 3%	0 0%	17 3%	18 4%	14 4%	16 4%	15 +7% g	15 4%
IWFM Level 7 FM qualification (certificate, extended diploma)	16 2%	15 2%	0 0%	7 1%	11 2%	6 2%	7 2%	7 3%	7 2%
The former BIFM qualification (part I and part II)	40 5%	37 5%	1 9%	25 5%	20 4%	19 6%	19 5%	17 +7% g	25 +7% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	834	773	11	541	461	333	356	229	360
FM Apprenticeship Level 2	5 1%	4 1%	1 9%	4 1%	1 *%	1 *%	3 1%	2 1%	2 1%
FM Apprenticeship Level 3	7 1%	7 1%	0 0%	5 1%	5 1%	4 1%	3 1%	1 *%	3 1%
FM Apprenticeship Level 4	2 *%	2 *%	0 0%	2 *%	2 *%	0 0%	2 1%	0 0%	1 *%
FM Apprenticeship Level 6	1 *%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%
FM Apprenticeship Level 7	4 *%	4 1%	0 0%	3 1%	2 *%	1 *%	1 *%	2 1%	3 1%
Non-FM Apprenticeship Level 2	8 1%	7 1%	0 0%	5 1%	5 1%	1 *%	4 1%	1 *%	1 *%
Non-FM Apprenticeship Level 3	19 2%	16 2%	1 9%	11 2%	10 2%	7 2%	11 3%	4 2%	6 2%
Non-FM Apprenticeship Level 4	5 1%	4 1%	0 0%	2 *%	2 *%	0 0%	3 1%	1 *%	2 1%
Non-FM Apprenticeship Level 5	8 1%	7 1%	0 0%	5 1%	5 1%	5 2%	4 1%	2 1%	4 1%
Non-FM Apprenticeship Level 6	3 *%	2 *%	0 0%	1 *%	0 0%	2 1%	0 0%	0 0%	1 *%
Non-FM Apprenticeship Level 7	10 1%	6 -1%	0 0%	5 1%	4 1%	2 1%	2 1%	2 1%	3 1%
HNC (in FM or an FM-related discipline)	39 5%	35 5%	0 0%	25 5%	23 5%	17 5%	17 5%	12 5%	13 4%
HNC (in a non-FM related discipline)	65 8%	57 7%	2 18%	44 8%	38 8%	31 9%	29 8%	15 7%	30 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	834	773	11	541	461	333	356	229	360
HND (in FM or an FM-related discipline)	22 3%	21 3%	0 0%	18 3%	13 3%	14 +4% e	10 3%	14 +6% g	11 3%
HND (in a non FM-related discipline)	68 8%	62 8%	2 18%	45 8%	37 8%	25 8%	34 10%	18 8%	33 9%
ILM Level 3 FM qualification	43 5%	40 5%	0 0%	25 5%	25 5%	13 4%	20 6%	8 3%	17 5%
IOSH	379 45%	347 45%	4 36%	248 46%	216 47%	146 44%	157 44%	101 44%	154 43%
MA/MSc (in FM or an FM-related discipline)	50 6%	48 6%	0 0%	32 6%	29 6%	23 7%	24 7%	17 7%	22 6%
MA/MSc in a non FM-related discipline)	47 6%	45 6%	0 0%	27 5%	27 6%	21 6%	20 6%	16 7%	25 7%
MBA (in an FM-related discipline)	10 1%	10 1%	0 0%	7 1%	8 2%	6 2%	7 2%	5 2%	5 1%
MBA (in a non FM-related discipline)	23 3%	21 3%	0 0%	15 3%	16 3%	11 3%	12 3%	10 4%	14 4%
NEBOSH	283 34%	261 34%	5 45%	190 35%	156 34%	114 34%	109 31%	68 30%	121 34%
NVQ Level 3 (in a non-FM-related discipline)	80 10%	76 10%	1 9%	54 10%	52 11%	36 11%	37 10%	22 10%	37 10%
NVQ Level 4 (in FM or an FM-related discipline)	29 3%	27 3%	0 0%	18 3%	15 3%	17 +5% e	15 4%	8 3%	13 4%
NVQ Level 4 (in a non-FM related discipline)	36 4%	34 4%	1 9%	24 4%	21 5%	16 5%	20 6%	9 4%	17 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	834	773	11	541	461	333	356	229	360
Post-graduate diploma (in FM or an FM-related discipline)	43 5%	39 5%	2 18%	30 6%	24 5%	17 5%	18 5%	18 +8% g	21 6%
Post-graduate diploma (in a non-FM related discipline)	39 5%	38 5%	0 0%	28 5%	29 +6% d	20 6%	18 5%	10 4%	22 6%
PhD or equivalent (in a non FM-related discipline)	3 *0%	3 *0%	0 0%	3 1%	1 *0%	1 *0%	2 1%	1 *0%	2 1%
Other	70 8%	59 -8% a	3 27%	39 7%	35 8%	19 -6% e	24 7%	19 8%	28 8%
None of the above	46 6%	43 6%	0 0%	32 6%	25 5%	12 -4% e	19 5%	15 7%	17 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	834	205	284	104	89	93	33	133	82	3	432	623	788	46
BA/BSc (in FM or an FM-related discipline)	53 6%	53 +26% a	12 4%	14 +13% c	6 7%	12 +13% e	3 9%	4 3%	12 +15% h	0 0%	35 +8% j	28 -4% k	53 7%	0 0%
BA/BSc (in a non FM-related discipline)	154 18%	154 +75% a	53 19%	16 15%	11 12%	25 +27% e	7 21%	11 -8% g	18 22%	1 33%	69 16% j	154 +25% k	154 +20% l	0 -0% m
IWFM level 2 FM qualification (certificate)	25 3%	5 2%	25 +9% b	1 1%	2 2%	2 2%	0 0%	2 2%	2 2%	0 0%	25 +6% j	16 3%	25 3%	0 0%
IWFM Level 3 FM qualification (award, certificate, diploma)	56 7%	12 6%	56 +20% b	4 4%	4 4%	0 -0% e	1 3%	11 8%	0 -0% h	0 0%	56 +13% j	37 6%	56 7%	0 0%
IWFM Level 4 FM qualification (award, certificate, diploma)	99 12%	18 9%	99 +35% b	10 10%	8 9%	3 -3% e	2 6%	21 16%	7 9%	0 0%	99 +23% j	72 12%	99 +13% l	0 -0% m
IWFM Level 5 FM qualification (award, certificate, diploma)	51 6%	16 8%	51 +18% b	5 5%	8 9%	6 6%	3 9%	5 4%	5 6%	1 33%	51 +12% j	33 5%	51 6%	0 0%
IWFM Level 6 FM qualification (award, certificate, extended diploma)	27 3%	6 3%	27 +10% b	1 1%	2 2%	1 1%	2 6%	2 2%	5 6%	0 0%	27 +6% j	18 3%	27 3%	0 0%
IWFM Level 7 FM qualification (certificate, extended diploma)	16 2%	7 3%	16 +6% b	1 1%	1 1%	7 +8% e	2 6%	0 0%	5 +6% h	0 0%	16 +4% j	11 2%	16 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	834	205	284	104	89	93	33	133	82	3	432	623	788	46
The former BIFM qualification (part I and part II)	40 5%	8 4%	40 +14% b	7 7%	5 6%	5 5%	0 0%	7 5%	4 5%	1 33%	40 +9% j	34 5%	40 5%	0 0%
FM Apprenticeship Level 2	5 1%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	5 +1% j	4 1%	5 1%	0 0%
FM Apprenticeship Level 3	7 1%	1 *%	2 1%	0 0%	0 0%	0 0%	0 0%	3 2%	0 0%	0 0%	7 +2% j	6 1%	7 1%	0 0%
FM Apprenticeship Level 4	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	0 -0% k	2 *%	0 0%
FM Apprenticeship Level 6	1 *%	0 0%	0 0%	1 +1% c	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%
FM Apprenticeship Level 7	4 *%	0 0%	2 1%	1 1%	1 1%	1 1%	1 +3% f	1 1%	2 +2% h	0 0%	4 1%	2 *%	4 1%	0 0%
Non-FM Apprenticeship Level 2	8 1%	1 *%	3 1%	2 2%	1 1%	1 1%	0 0%	1 1%	1 1%	0 0%	6 1%	8 1%	8 1%	0 0%
Non-FM Apprenticeship Level 3	19 2%	6 3%	7 2%	4 4%	1 1%	0 0%	0 0%	8 +6% g	1 1%	0 0%	10 2%	19 +3% k	19 2%	0 0%
Non-FM Apprenticeship Level 4	5 1%	1 *%	0 0%	3 +3% c	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	2 *%	5 1%	5 1%	0 0%
Non-FM Apprenticeship Level 5	8 1%	0 0%	2 1%	2 2%	2 2%	0 0%	0 0%	3 2%	0 0%	0 0%	4 1%	8 1%	8 1%	0 0%
Non-FM Apprenticeship Level 6	3 *%	1 *%	0 0%	2 +2% c	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%	2 *%	3 *%	3 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	834	205	284	104	89	93	33	133	82	3	432	623	788	46
Non-FM Apprenticeship Level 7	10 1%	1 *%	2 1%	6 +6% c	3 +3% d	0 0%	0 0%	3 2%	0 0%	0 0%	8 2%	10 2%	10 1%	0 0%
HNC (in FM or an FM-related discipline)	39 5%	15 +7% a	7 -2% b	39 +38% c	4 4%	7 8%	1 3%	9 7%	5 6%	0 0%	39 +9% j	25 4%	39 5%	0 0%
HNC (in a non-FM related discipline)	65 8%	15 7%	21 7%	65 +63% c	13 +15% d	1 -1% e	1 3%	19 +14% g	10 12%	0 0%	30 7%	65 +10% k	65 +8% l	0 -0% m
HND (in FM or an FM-related discipline)	22 3%	4 2%	4 1%	5 5%	22 +25% d	3 3%	4 +12% f	2 2%	2 2%	0 0%	22 +5% j	17 3%	22 3%	0 0%
HND (in a non FM-related discipline)	68 8%	13 6%	21 7%	12 12%	68 +76% d	5 5%	1 3%	12 9%	11 13%	0 0%	33 8%	68 +11% k	68 +9% l	0 -0% m
ILM Level 3 FM qualification	43 5%	9 4%	20 7%	7 7%	10 +11% d	4 4%	2 6%	14 +11% g	4 5%	1 33%	43 +10% j	41 +7% k	43 5%	0 0%
IOSH	379 45%	79 -39% a	140 49%	55 53%	47 53%	30 -32% e	12 36%	81 +61% g	33 40%	0 0%	209 48%	379 +61% k	379 +48% l	0 -0% m
MA/MSc (in FM or an FM-related discipline)	50 6%	19 +9% a	9 -3% b	5 5%	4 4%	50 +54% e	2 6%	5 4%	4 5%	0 0%	50 +12% j	29 -5% k	50 6%	0 0%
MA/MSc in a non FM-related discipline)	47 6%	20 +10% a	12 4%	3 3%	4 4%	47 +51% e	4 12%	4 3%	11 +13% h	0 0%	23 5%	47 +8% k	47 6%	0 0%
MBA (in an FM-related discipline)	10 1%	3 1%	5 2%	1 1%	1 1%	2 2%	10 +30% f	0 0%	4 +5% h	0 0%	10 +2% j	7 1%	10 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response



Table 31 (continuation)

Which, if any, of the following qualifications do you hold?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	834	205	284	104	89	93	33	133	82	3	432	623	788	46
MBA (in a non FM-related discipline)	23 3%	7 3%	4 1%	1 1%	4 4%	3 3%	23 +70% f	1 1%	2 2%	0 0%	7 -2% j	23 +4% k	23 3%	0 0%
NEBOSH	283 34%	68 33%	102 36%	46 +44% c	33 37%	35 38%	15 45%	50 38%	39 +48% h	2 67%	164 +38% j	213 34%	283 +36% l	0 -0% m
NVQ Level 3 (in a non-FM-related discipline)	80 10%	7 -3% a	25 9%	12 12%	6 7%	6 6%	1 3%	80 +60% g	3 4%	0 0%	37 9%	80 +13% k	80 +10% l	0 -0% m
NVQ Level 4 (in FM or an FM-related discipline)	29 3%	5 2%	11 4%	8 +8% c	2 2%	1 1%	0 0%	29 +22% g	2 2%	0 0%	29 +7% j	23 4%	29 4%	0 0%
NVQ Level 4 (in a non-FM related discipline)	36 4%	4 2%	18 +6% b	12 +12% c	6 7%	2 2%	0 0%	36 +27% g	7 +9% h	0 0%	26 +6% j	36 +6% k	36 5%	0 0%
Post-graduate diploma (in FM or an FM-related discipline)	43 5%	14 7%	15 5%	9 9%	6 7%	4 4%	2 6%	5 4%	43 +52% h	0 0%	43 +10% j	27 4%	43 5%	0 0%
Post-graduate diploma (in a non-FM related discipline)	39 5%	16 +8% a	11 4%	6 6%	7 8%	10 +11% e	4 +12% f	6 5%	39 +48% h	0 0%	18 4%	39 +6% k	39 5%	0 0%
PhD or equivalent (in a non FM-related discipline)	3 *% *	1 *% *	1 *% *	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 100%	1 *% *	3 *% *	3 *% *	0 0%
Other	70 8%	12 6%	20 7%	9 9%	7 8%	4 4%	5 15%	12 9%	5 6%	0 0%	35 8%	70 +11% k	70 +9% l	0 -0% m
None of the above	46 6%	0 -0% a	0 -0% b	0 -0% c	0 -0% d	0 -0% e	0 0%	0 -0% g	0 -0% h	0 0%	0 -0% j	0 -0% k	0 -0% l	46 +100% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 32

As a result of completing your qualifications...?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	672	149	485	290	371	451	183	41	109	165	338	37	230	187	214
Have you experienced a pay increase	169 25%	53 +36% a	106 -22% b	63 22%	102 27%	122 27%	37 20%	8 20%	30 28%	37 22%	85 25%	5 14%	43 -19% l	54 29%	66 +31% n
Are you expecting a pay increase	64 10%	11 7%	49 10%	37 +13% c	26 -7% d	44 10%	16 9%	3 7%	15 14%	16 10%	25 7%	10 +27% k	30 +13% l	10 -5% m	14 7%
Have you had a promotion	154 23%	39 26%	109 22%	63 22%	89 24%	101 22%	47 26%	7 17%	18 17%	34 21%	88 26%	4 11%	34 -15% l	51 27%	64 +30% n
Are you expecting a promotion	43 6%	12 8%	28 6%	27 +9% c	16 -4% d	28 6%	12 7%	1 2%	5 5%	12 7%	22 7%	8 +22% k	18 8%	8 4%	9 4%
Have you been appointed to a new role to fit your new skill set	90 13%	17 11%	70 14%	38 13%	50 13%	58 13%	29 16%	4 10%	12 11%	22 13%	47 14%	3 8%	30 13%	20 11%	37 +17% n
Have you been appointed to a new role in a new organisation	112 17%	24 16%	77 16%	43 15%	68 18%	69 15%	32 17%	8 20%	13 12%	22 13%	66 +20% j	5 14%	24 -10% l	33 18%	49 +23% n
Have you gained more confidence in your role	360 54%	75 50%	266 55%	147 51%	205 55%	244 54%	97 53%	20 49%	62 57%	82 50%	186 55%	20 54%	133 58%	100 53%	105 49%
Still studying	127 19%	17 -11% a	100 21%	68 +23% c	59 -16% d	77 17%	40 22%	9 22%	18 17%	38 23%	59 17%	13 +35% k	66 +29% l	27 14%	19 -9% n
No qualifications	61 9%	15 10%	43 9%	25 9%	35 9%	42 9%	16 9%	3 7%	11 10%	19 12%	26 8%	3 8%	17 7%	18 10%	23 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 32 (continuation)

As a result of completing your qualifications...?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	672	28	190	452	63	76	349	112	8	2	21	36	475	186
Have you experienced a pay increase	169 25%	7 25%	36 -19% b	126 +28% c	9 -14% d	11 -14% e	89 26%	39 +35% g	2 25%	0 0%	9 43%	9 25%	127 27%	42 23%
Are you expecting a pay increase	64 10%	10 36%	28 +15% b	26 -6% c	13 +21% d	10 13%	22 -6% f	9 8%	1 13%	1 50%	0 0%	7 +19% k	39 8%	25 +13% m
Have you had a promotion	154 23%	5 18%	39 21%	110 24%	6 -10% d	14 18%	84 24%	34 +30% g	1 13%	0 0%	7 33%	7 19%	118 25%	36 19%
Are you expecting a promotion	43 6%	4 14%	26 +14% b	13 -3% c	6 10%	6 8%	16 -5% f	7 6%	1 13%	1 50%	1 5%	5 14%	32 7%	11 6%
Have you been appointed to a new role to fit your new skill set	90 13%	3 11%	28 15%	58 13%	9 14%	6 8%	50 14%	17 15%	0 0%	1 50%	2 10%	5 14%	70 15%	20 11%
Have you been appointed to a new role in a new organisation	112 17%	3 11%	28 15%	81 18%	9 14%	9 12%	57 16%	26 +23% g	2 25%	1 50%	3 14%	5 14%	83 17%	29 16%
Have you gained more confidence in your role	360 54%	9 32%	100 53%	249 55%	31 49%	38 50%	189 54%	73 +65% g	2 25%	1 50%	6 29%	18 50%	259 55%	96 52%
Still studying	127 19%	17 61%	51 +27% b	59 -13% c	22 +35% d	17 22%	62 18%	10 -9% g	1 13%	1 50%	1 5%	9 25%	76 -16% l	48 +26% m
No qualifications	61 9%	1 4%	14 7%	46 10%	8 13%	7 9%	35 10%	1 -1% g	1 13%	0 0%	5 24%	4 11%	42 9%	16 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 32 (continuation)

As a result of completing your qualifications...?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	672	76	451	145	602	56	556	3	36	15	328	115	82	45
Have you experienced a pay increase	169 25%	22 29%	110 24%	37 26%	145 24%	17 30%	143 26%	1 33%	7 19%	2 13%	90 27%	25 22%	18 22%	13 29%
Are you expecting a pay increase	64 10%	14 +18%	44 10%	6 -4%	51 -8%	11 +20%	48 9%	0 0%	2 6%	3 20%	32 10%	10 9%	4 5%	9 +20%
Have you had a promotion	154 23%	17 22%	103 23%	34 23%	137 23%	12 21%	122 22%	1 33%	8 22%	2 13%	78 24%	21 18%	17 21%	19 +42%
Are you expecting a promotion	43 6%	8 11%	33 7%	2 -1%	34 -6%	6 11%	31 6%	0 0%	2 6%	1 7%	19 6%	4 3%	7 9%	8 +18%
Have you been appointed to a new role to fit your new skill set	90 13%	12 16%	52 -12%	26 18%	79 13%	7 13%	77 14%	0 0%	2 6%	1 7%	44 13%	14 12%	12 15%	7 16%
Have you been appointed to a new role in a new organisation	112 17%	11 14%	69 15%	32 +22%	102 17%	7 13%	91 16%	1 33%	10 28%	2 13%	50 15%	21 18%	14 17%	8 18%
Have you gained more confidence in your role	360 54%	40 53%	241 53%	79 54%	320 53%	29 52%	312 +56%	1 33%	21 58%	7 47%	189 +58%	62 54%	46 56%	13 -29%
Still studying	127 19%	29 +38%	86 19%	12 -8%	112 19%	13 23%	101 18%	1 33%	8 22%	2 13%	57 17%	24 21%	15 18%	11 24%
No qualifications	61 9%	3 4%	41 9%	17 12%	57 9%	4 7%	53 10%	0 0%	3 8%	1 7%	31 9%	9 8%	9 11%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 32 (continuation)

As a result of completing your qualifications...?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	672	634	7	440	381	272	286	192	296
Have you experienced a pay increase	169 25%	164 26%	0 0%	103 23%	102 27%	84 +31% e	81 28%	55 29%	87 +29% h
Are you expecting a pay increase	64 10%	61 10%	0 0%	40 9%	40 10%	24 9%	27 9%	16 8%	26 9%
Have you had a promotion	154 23%	151 +24% a	0 0%	108 25%	102 +27% d	85 +31% e	76 27%	55 +29% g	88 +30% h
Are you expecting a promotion	43 6%	41 6%	0 0%	29 7%	30 8%	21 8%	16 6%	11 6%	23 8%
Have you been appointed to a new role to fit your new skill set	90 13%	86 14%	0 0%	56 13%	55 14%	45 +17% e	39 14%	28 15%	43 15%
Have you been appointed to a new role in a new organisation	112 17%	108 17%	1 14%	78 18%	71 19%	54 20%	57 20%	40 21%	57 19%
Have you gained more confidence in your role	360 54%	340 54%	4 57%	249 +57% c	205 54%	154 57%	151 53%	113 59%	162 55%
Still studying	127 19%	121 19%	1 14%	82 19%	84 +22% d	51 19%	56 20%	28 15%	51 17%
No qualifications	61 9%	58 9%	1 14%	42 10%	30 8%	17 -6% e	26 9%	22 11%	30 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 32 (continuation)

As a result of completing your qualifications...?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	*f	g	h	i	j	k	l	m	
Sample Bases	672	163	236	73	64	74	27	103	63	2	350	482	619	38
Have you experienced a pay increase	169 25%	47 29%	62 26%	20 27%	17 27%	31 +42% e	8 30%	31 30%	23 +37% h	0 0%	104 +30% j	127 26%	164 +26% l	2 -5% m
Are you expecting a pay increase	64 10%	18 11%	20 8%	3 4%	8 13%	10 14%	4 15%	9 9%	4 6%	0 0%	33 9%	41 9%	55 9%	5 13%
Have you had a promotion	154 23%	46 28%	59 25%	21 29%	15 23%	20 27%	10 37%	25 24%	22 +35% h	0 0%	100 +29% j	118 24%	148 +24% l	3 -8% m
Are you expecting a promotion	43 6%	15 9%	17 7%	3 4%	4 6%	4 5%	3 11%	9 9%	0 -0% h	0 0%	27 8%	35 7%	41 7%	1 3%
Have you been appointed to a new role to fit your new skill set	90 13%	25 15%	44 +19% b	16 +22% c	5 8%	10 14%	6 22%	9 9%	5 8%	0 0%	54 15%	67 14%	87 14%	3 8%
Have you been appointed to a new role in a new organisation	112 17%	32 20%	41 17%	24 +33% c	15 23%	14 19%	6 22%	14 14%	18 +29% h	0 0%	70 +20% j	81 17%	111 +18% l	1 -3% m
Have you gained more confidence in your role	360 54%	101 +62% a	164 +69% b	45 62%	30 47%	44 59%	14 52%	62 60%	40 63%	2 100%	227 +65% j	272 +56% k	352 +57% l	4 -11% m
Still studying	127 19%	31 19%	39 17%	6 -8% c	10 16%	7 -9% e	4 15%	29 +28% g	5 -8% h	0 0%	54 -15% j	98 20%	112 18%	11 29%
No qualifications	61 9%	1 -1% a	1 -*% b	3 4%	8 13%	0 -0% e	0 0%	2 -2% g	0 -0% h	0 0%	2 -1% j	28 -6% k	35 -6% l	23 +61% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 33

Approximately how many years have you been with your current employer?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	858	188	625	355	487	579	234	49	126	216	438	52	299	226	276
Less than a year	49 6%	14 7%	31 5%	17 5%	31 6%	30 5%	15 6%	3 6%	12 +10% h	6 -3% i	24 5%	5 10%	17 6%	15 7%	12 4%
1-2 years	118 14%	23 12%	89 14%	55 15%	61 13%	80 14%	32 14%	12 +24% g	17 13%	26 12%	61 14%	11 21%	39 13%	27 12%	41 15%
2-4 years	164 19%	37 20%	118 19%	63 18%	100 21%	118 20%	37 16%	8 16%	20 16%	48 22%	80 18%	13 25%	58 19%	34 15%	57 21%
4-6 years	114 13%	22 12%	85 14%	43 12%	70 14%	79 14%	28 12%	5 10%	19 15%	35 16%	53 12%	3 6%	44 15%	29 13%	38 14%
6-9 years	105 12%	25 13%	76 12%	48 14%	52 11%	78 13%	23 10%	4 8%	15 12%	33 15%	48 11%	4 8%	42 14%	24 11%	35 13%
9-14 years	144 17%	39 21%	98 16%	55 15%	85 17%	98 17%	39 17%	9 18%	22 17%	31 14%	76 17%	10 19%	47 16%	45 20%	40 14%
14-20 years	80 9%	13 7%	62 10%	34 10%	45 9%	52 9%	23 10%	5 10%	9 7%	27 13%	38 9%	4 8%	24 8%	26 12%	26 9%
More than 20 years	84 10%	15 8%	66 11%	40 11%	43 9%	44 -8% e	37 +16% f	3 6%	12 10%	10 -5% i	58 +13% j	2 4%	28 9%	26 12%	27 10%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 33 (continuation)

Approximately how many years have you been with your current employer?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	858	32	230	594	73	106	450	131	11	2	30	48	594	249
Less than a year	49 6%	2 6%	17 7%	30 5%	6 8%	6 6%	28 6%	4 3%	0 0%	0 0%	0 0%	3 6%	34 6%	11 4%
1-2 years	118 14%	15 +47%	34 15%	69 -12%	10 14%	7 -7%	65 14%	24 18%	2 18%	0 0%	1 3%	7 15%	77 13%	38 15%
2-4 years	164 19%	6 19%	49 21%	109 18%	8 11%	19 18%	76 17%	38 +29%	1 9%	1 50%	7 23%	12 25%	108 18%	54 22%
4-6 years	114 13%	3 9%	39 17%	72 12%	15 21%	23 +22%	45 -10%	19 15%	4 36%	1 50%	2 7%	5 10%	75 13%	38 15%
6-9 years	105 12%	1 3%	34 15%	68 11%	5 7%	13 12%	61 14%	16 12%	0 0%	0 0%	5 17%	5 10%	77 13%	28 11%
9-14 years	144 17%	2 6%	23 -10%	119 +20%	13 18%	17 16%	84 19%	14 -11%	2 18%	0 0%	8 27%	6 13%	105 18%	37 15%
14-20 years	80 9%	1 3%	19 8%	60 10%	4 5%	14 13%	50 11%	4 -3%	1 9%	0 0%	2 7%	5 10%	55 9%	23 9%
More than 20 years	84 10%	2 6%	15 7%	67 +11%	12 +16%	7 7%	41 9%	12 9%	1 9%	0 0%	5 17%	5 10%	63 11%	20 8%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 33 (continuation)

Approximately how many years have you been with your current employer?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	858	96	564	198	778	60	713	7	48	16	420	152	104	52
Less than a year	49 6%	4 4%	36 6%	9 5%	43 6%	2 3%	44 6%	1 14%	0 0%	1 6%	22 5%	15 +10% k	5 5%	2 4%
1-2 years	118 14%	24 +25% a	71 13%	23 12%	103 13%	11 18%	96 13%	0 0%	4 8%	4 25%	66 16%	19 13%	10 10%	9 17%
2-4 years	164 19%	27 +28% a	108 19%	29 15%	147 19%	14 23%	142 20%	0 0%	6 13%	2 13%	75 18%	36 24%	22 21%	10 19%
4-6 years	114 13%	21 +22% a	77 14%	16 -8% c	102 13%	7 12%	97 14%	0 0%	10 21%	2 13%	53 13%	20 13%	18 17%	4 8%
6-9 years	105 12%	8 8%	71 13%	26 13%	97 12%	5 8%	84 12%	3 43%	7 15%	1 6%	52 12%	14 9%	15 14%	9 17%
9-14 years	144 17%	10 10%	97 17%	37 19%	129 17%	14 23%	117 16%	0 0%	10 21%	3 19%	76 18%	18 12%	14 13%	9 17%
14-20 years	80 9%	2 -2% a	53 9%	25 13%	76 10%	4 7%	63 9%	2 29%	4 8%	1 6%	38 9%	10 7%	11 11%	7 13%
More than 20 years	84 10%	0 -0% a	51 9%	33 +17% c	81 10%	3 5%	70 10%	1 14%	7 15%	2 13%	38 9%	20 13%	9 9%	2 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 33 (continuation)

Approximately how many years have you been with your current employer?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	858	796	11	556	469	335	369	232	368
Less than a year	49 6%	43 5%	0 0%	29 5%	24 5%	24 7%	15 4%	11 5%	23 6%
1-2 years	118 14%	103 -13% a	5 45%	67 -12% c	57 12%	36 -11% e	45 12%	34 15%	32 -9% h
2-4 years	164 19%	145 -18% a	4 36%	105 19%	79 17%	58 17%	76 21%	46 20%	67 18%
4-6 years	114 13%	111 +14% a	0 0%	80 14%	69 15%	41 12%	44 12%	24 10%	51 14%
6-9 years	105 12%	98 12%	0 0%	75 13%	58 12%	40 12%	44 12%	34 15%	39 11%
9-14 years	144 17%	137 17%	1 9%	91 16%	81 17%	56 17%	66 18%	34 15%	66 18%
14-20 years	80 9%	79 +10% a	0 0%	57 10%	46 10%	42 +13% e	34 9%	21 9%	46 +13% h
More than 20 years	84 10%	80 10%	1 9%	52 9%	55 +12% d	38 11%	45 +12% f	28 12%	44 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 33 (continuation)

Approximately how many years have you been with your current employer?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	858	204	283	102	89	93	33	133	82	3	430	619	783	46
Less than a year	49 6%	13 6%	12 4%	8 8%	5 6%	2 2%	1 3%	4 3%	3 4%	0 0%	19 4%	35 6%	43 5%	2 4%
1-2 years	118 14%	39 +19% a	38 13%	11 11%	10 11%	15 16%	6 18%	15 11%	16 20%	0 0%	56 13%	85 14%	111 14%	4 9%
2-4 years	164 19%	46 23%	57 20%	23 23%	14 16%	18 19%	8 24%	30 23%	13 16%	1 33%	95 +22% j	122 20%	155 20%	4 9%
4-6 years	114 13%	27 13%	41 14%	13 13%	6 7%	12 13%	3 9%	8 -6% g	14 17%	1 33%	65 15%	76 12%	103 13%	8 17%
6-9 years	105 12%	23 11%	27 10%	10 10%	13 15%	12 13%	3 9%	16 12%	12 15%	0 0%	44 10%	81 13%	96 12%	6 13%
9-14 years	144 17%	24 -12% a	52 18%	13 13%	25 +28% d	21 23%	6 18%	27 20%	7 -9% h	0 0%	72 17%	102 16%	132 17%	6 13%
14-20 years	80 9%	16 8%	32 11%	10 10%	7 8%	3 -3% e	3 9%	17 13%	10 12%	0 0%	43 10%	60 10%	71 9%	8 17%
More than 20 years	84 10%	16 8%	24 8%	14 14%	9 10%	10 11%	3 9%	16 12%	7 9%	1 33%	36 8%	58 9%	72 9%	8 17%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 34

How many years have you been working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	860	190	625	354	490	582	233	49	125	217	439	51	302	227	275
Less than a year	6 1%	4 +2% a	1 -*% b	3 1%	3 1%	5 1%	0 0%	0 0%	0 0%	0 0%	5 1%	0 0%	3 1%	1 *%	2 1%
1-2 years	26 3%	1 -1% a	23 4%	18 +5% c	8 -2% d	12 -2% e	12 +5% f	4 +8% g	5 4%	6 3%	10 2%	10 +20% k	13 4%	0 -0% m	2 -1% n
2-4 years	54 6%	11 6%	42 7%	29 8%	24 5%	39 7%	14 6%	1 2%	6 5%	18 8%	25 6%	10 +20% k	31 +10% l	10 4%	2 -1% n
4-6 years	78 9%	17 9%	55 9%	38 11%	39 8%	51 9%	21 9%	7 14%	13 10%	24 11%	33 8%	5 10%	48 +16% l	10 -4% m	14 -5% n
6-9 years	99 12%	19 10%	76 12%	47 13%	49 10%	65 11%	30 13%	4 8%	18 14%	22 10%	52 12%	8 16%	43 14%	32 14%	16 -6% n
9-14 years	186 22%	44 23%	132 21%	75 21%	107 22%	125 21%	51 22%	11 22%	24 19%	44 20%	100 23%	8 16%	67 22%	57 25%	53 19%
14-20 years	166 19%	39 21%	121 19%	60 17%	104 21%	116 20%	44 19%	7 14%	23 18%	44 20%	84 19%	4 -8% k	50 17%	46 20%	66 +24% n
More than 20 years	245 28%	55 29%	175 28%	84 -24% c	156 +32% d	169 29%	61 26%	15 31%	36 29%	59 27%	130 30%	6 -12% k	47 -16% l	71 31%	120 +44% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 34 (continuation)

How many years have you been working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	860	32	231	597	74	107	450	131	11	2	30	48	596	248
Less than a year	6 1%	6 +19% a	0 0% b	0 -0% c	2 +3% d	0 0% e	0 -0% f	2 2% g	0 0% h	0 0% i	0 0% j	2 +4% k	5 1% l	1 *% m
1-2 years	26 3%	26 +81% a	0 -0% b	0 -0% c	9 +12% d	5 5% e	6 -1% f	0 -0% g	0 0% h	1 50% i	0 0% j	4 +8% k	9 -2% l	16 +6% m
2-4 years	54 6%	0 0% a	54 +23% b	0 -0% c	13 +18% d	17 +16% e	11 -2% f	3 -2% g	0 0% h	0 0% i	2 7% j	7 +15% k	26 -4% l	25 +10% m
4-6 years	78 9%	0 0% a	78 +34% b	0 -0% c	11 15% d	20 +19% e	34 8% f	8 6% g	1 9% h	0 0% i	1 3% j	3 6% k	45 -8% l	33 +13% m
6-9 years	99 12%	0 -0% a	99 +43% b	0 -0% c	10 14% d	17 16% e	44 10% f	13 10% g	1 9% h	0 0% i	4 13% j	9 19% k	66 11% l	32 13% m
9-14 years	186 22%	0 -0% a	0 -0% b	186 +31% c	10 14% d	17 16% e	115 +26% f	27 21% g	0 0% h	0 0% i	8 27% j	6 13% k	141 +24% l	43 17% m
14-20 years	166 19%	0 -0% a	0 -0% b	166 +28% c	8 11% d	12 -11% e	93 21% f	32 24% g	1 9% h	0 0% i	8 27% j	11 23% k	124 21% l	40 16% m
More than 20 years	245 28%	0 -0% a	0 -0% b	245 +41% c	11 -15% d	19 -18% e	147 +33% f	46 35% g	8 73% h	1 50% i	7 23% j	6 -13% k	180 30% l	58 -23% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 34 (continuation)

How many years have you been working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	860	96	565	199	780	60	714	7	49	16	421	152	104	52
Less than a year	6 1%	1 1%	4 1%	1 1%	4 -1% d	2 +3% e	4 1%	0 0%	0 0%	0 0%	3 1%	1 1%	0 0%	2 +4% m
1-2 years	26 3%	9 +9% a	16 3%	1 -1% c	23 3%	3 5%	22 3%	0 0%	0 0%	2 13%	11 3%	5 3%	3 3%	2 4%
2-4 years	54 6%	19 +20% a	30 5%	5 -3% c	49 6%	3 5%	45 6%	1 14%	1 2%	2 13%	17 -4% j	14 9%	8 8%	3 6%
4-6 years	78 9%	19 +20% a	48 8%	11 -6% c	68 9%	7 12%	69 10%	0 0%	4 8%	0 0%	37 9%	15 10%	15 +14% l	3 6%
6-9 years	99 12%	23 +24% a	60 11%	16 8%	92 12%	6 10%	85 12%	0 0%	5 10%	1 6%	49 12%	18 12%	13 13%	4 8%
9-14 years	186 22%	20 21%	132 23%	34 17%	163 21%	18 30%	145 -20% f	0 0%	16 33%	4 25%	84 20%	33 22%	21 20%	14 27%
14-20 years	166 19%	5 -5% a	125 +22% b	36 18%	154 20%	9 15%	134 19%	4 57%	8 16%	4 25%	78 19%	29 19%	24 23%	12 23%
More than 20 years	245 28%	0 -0% a	150 27%	95 +48% c	227 29%	12 20%	210 29%	2 29%	15 31%	3 19%	142 +34% j	37 24%	20 -19% l	12 23%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 34 (continuation)

How many years have you been working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	860	797	11	557	470	337	370	233	369
Less than a year	6 1%	6 1%	0 0%	3 1%	6 +1% d	3 1%	3 1%	2 1%	2 1%
1-2 years	26 3%	25 3%	0 0%	17 3%	12 3%	8 2%	11 3%	5 2%	9 2%
2-4 years	54 6%	50 6%	0 0%	41 7%	31 7%	14 -4% e	21 6%	11 5%	20 5%
4-6 years	78 9%	72 9%	0 0%	46 8%	41 9%	30 9%	34 9%	11 -5% g	26 7%
6-9 years	99 12%	90 11%	2 18%	62 11%	61 13%	38 11%	44 12%	25 11%	36 10%
9-14 years	186 22%	172 22%	2 18%	122 22%	95 20%	68 20%	72 19%	49 21%	76 21%
14-20 years	166 19%	150 19%	5 45%	105 19%	82 17%	62 18%	69 19%	45 19%	74 20%
More than 20 years	245 28%	232 29%	2 18%	161 29%	142 30%	114 +34% e	116 31%	85 +36% g	126 +34% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 34 (continuation)

How many years have you been working in workplace and facilities management?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	860	205	281	103	89	93	33	133	82	3	429	621	784	46
Less than a year	6 1%	2 1%	3 1%	0 0%	1 1%	0 0%	2 +6% f	1 1%	0 0%	0 0%	3 1%	6 1%	6 1%	0 0%
1-2 years	26 3%	9 4%	5 2%	0 0%	1 1%	2 2%	0 0%	4 3%	0 0%	0 0%	9 2%	17 3%	22 3%	3 7%
2-4 years	54 6%	12 6%	17 6%	0 -0% c	3 3%	3 3%	0 0%	12 9%	0 -0% h	1 33%	19 -4% j	35 6%	43 -5% l	10 +22% m
4-6 years	78 9%	20 10%	29 10%	5 5%	6 7%	5 5%	3 9%	12 9%	5 6%	1 33%	36 8%	61 10%	72 9%	3 7%
6-9 years	99 12%	25 12%	39 14%	7 7%	10 11%	6 6%	2 6%	18 14%	9 11%	0 0%	47 11%	78 13%	90 11%	6 13%
9-14 years	186 22%	44 21%	69 25%	21 20%	15 17%	17 18%	11 33%	28 21%	12 15%	1 33%	93 22%	137 22%	175 22%	4 -9% m
14-20 years	166 19%	47 23%	55 20%	22 21%	18 20%	22 24%	2 -6% f	29 22%	20 24%	0 0%	83 19%	130 21%	155 20%	4 9%
More than 20 years	245 28%	46 -22% a	64 -23% b	48 +47% c	35 +39% d	38 +41% e	13 39%	29 22%	36 +44% h	0 0%	139 +32% j	157 -25% k	221 28%	16 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 35

How long has it been since your last promotion?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	831	187	600	342	474	563	224	46	119	213	428	46	286	222	272
I have just been promoted within the last 6 months	63 8%	20 11%	42 7%	30 9%	30 6%	45 8%	17 8%	3 7%	8 7%	15 7%	34 8%	3 7%	26 9%	10 -5% m	24 9%
6 months-1 year	56 7%	14 7%	39 7%	23 7%	33 7%	37 7%	16 7%	4 9%	9 8%	8 -4% i	32 7%	2 4%	17 6%	18 8%	19 7%
1-2 years	184 22%	47 25%	125 21%	83 24%	97 20%	132 23%	40 18%	11 24%	28 24%	47 22%	93 22%	7 15%	72 25%	35 -16% m	69 25%
2-4 years	240 29%	42 -22% a	187 +31% b	102 30%	136 29%	151 27%	78 +35% f	10 22%	30 25%	70 33%	124 29%	12 26%	74 26%	71 32%	79 29%
5 years +	288 35%	64 34%	207 35%	104 -30% c	178 +38% d	198 35%	73 33%	18 39%	44 37%	73 34%	145 34%	22 48%	97 34%	88 40%	81 -30% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 35 (continuation)

How long has it been since your last promotion?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		*a	b	c	d	e	f	g	*h	*i	*j	k	l	m
Sample Bases	831	28	220	580	71	102	438	126	11	2	29	46	582	234
I have just been promoted within the last 6 months	63 8%	5 18%	25 +11% b	33 -6% c	5 7%	9 9%	30 7%	8 6%	2 18%	0 0%	3 10%	6 13%	45 8%	16 7%
6 months-1 year	56 7%	4 14%	15 7%	35 6%	3 4%	8 8%	34 8%	4 3%	1 9%	0 0%	2 7%	4 9%	37 6%	18 8%
1-2 years	184 22%	15 54%	65 +30% b	104 -18% c	23 +32% d	24 24%	79 -18% f	39 +31% g	0 0%	1 50%	6 21%	9 20%	125 21%	57 24%
2-4 years	240 29%	1 4%	68 31%	171 29%	21 30%	28 27%	126 29%	37 29%	2 18%	1 50%	9 31%	14 30%	166 29%	70 30%
5 years +	288 35%	3 11%	47 -21% b	237 +41% c	19 27%	33 32%	169 +39% f	38 30%	6 55%	0 0%	9 31%	13 28%	209 36%	73 31%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 35 (continuation)

How long has it been since your last promotion?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	831	94	544	193	754	58	690	7	49	13	407	146	99	51
I have just been promoted within the last 6 months	63 8%	12 +13% a	39 7%	12 6%	56 7%	6 10%	52 8%	1 14%	4 8%	0 0%	31 8%	10 7%	7 7%	5 10%
6 months-1 year	56 7%	13 +14% a	35 6%	8 4%	46 -6% d	8 +14% e	49 7%	0 0%	1 2%	1 8%	28 7%	14 10%	4 4%	5 10%
1-2 years	184 22%	34 +36% a	122 22%	28 -15% c	168 22%	12 21%	154 22%	0 0%	12 24%	2 15%	95 23%	31 21%	20 20%	11 22%
2-4 years	240 29%	26 28%	167 31%	47 24%	216 29%	18 31%	198 29%	2 29%	16 33%	4 31%	119 29%	35 24%	34 34%	14 27%
5 years +	288 35%	9 -10% a	181 33%	98 +51% c	268 36%	14 24%	237 34%	4 57%	16 33%	6 46%	134 33%	56 38%	34 34%	16 31%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 35 (continuation)

How long has it been since your last promotion?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	831	775	10	544	464	328	359	227	362
I have just been promoted within the last 6 months	63 8%	62 8%	0 0%	47 9%	49 +11% d	26 8%	32 9%	22 10%	32 9%
6 months-1 year	56 7%	53 7%	2 20%	41 8%	38 8%	28 9%	21 6%	21 9%	26 7%
1-2 years	184 22%	176 23%	1 10%	125 23%	113 24%	65 20%	84 23%	50 22%	87 24%
2-4 years	240 29%	225 29%	1 10%	159 29%	129 28%	104 32%	108 30%	67 30%	108 30%
5 years +	288 35%	259 -33% a	6 60%	172 -32% c	135 -29% d	105 32%	114 32%	67 30%	109 -30% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 35 (continuation)

How long has it been since your last promotion?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	831	200	275	101	85	87	33	129	79	3	417	601	760	44
I have just been promoted within the last 6 months	63 8%	14 7%	21 8%	8 8%	4 5%	7 8%	3 9%	8 6%	3 4%	0 0%	32 8%	42 7%	56 7%	3 7%
6 months-1 year	56 7%	18 9%	19 7%	2 -2% c	7 8%	2 2%	1 3%	7 5%	6 8%	1 33%	26 6%	40 7%	51 7%	2 5%
1-2 years	184 22%	47 24%	60 22%	23 23%	12 14%	23 26%	9 27%	27 21%	18 23%	0 0%	91 22%	131 22%	164 22%	12 27%
2-4 years	240 29%	59 30%	81 29%	27 27%	27 32%	31 36%	10 30%	42 33%	24 30%	1 33%	127 30%	180 30%	223 29%	12 27%
5 years +	288 35%	62 31%	94 34%	41 41%	35 41%	24 28%	10 30%	45 35%	28 35%	1 33%	141 34%	208 35%	266 35%	15 34%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 36
If your promotion has been in the last 6 months, can you tell us how long the time gap was between this recent promotion and your previous promotion?
 Base: All Respondents (Valid Responses)

	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
Column		a	b	c	d	e	f	*g	h	i	j	*k	l	m	n
Sample Bases	250	68	170	109	135	178	60	17	35	52	133	18	77	76	78
1-2 years	72 29%	29 +43%	41 -24%	27 25%	45 33%	59 +33%	11 -18%	5 29%	8 23%	18 35%	39 29%	2 11%	24 31%	18 24%	28 36%
3-4 years	41 16%	4 -6%	37 +22%	19 17%	20 15%	26 15%	15 +25%	1 6%	5 14%	5 10%	27 20%	1 6%	9 12%	11 14%	20 +26%
5 years+	38 15%	8 12%	27 16%	18 17%	20 15%	24 13%	11 18%	1 6%	10 +29%	8 15%	18 14%	1 6%	14 18%	14 18%	9 12%
Don't know	99 40%	27 40%	65 38%	45 41%	50 37%	69 39%	23 38%	10 59%	12 34%	21 40%	49 37%	14 78%	30 39%	33 43%	21 -27%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 36 (continuation)

If your promotion has been in the last 6 months, can you tell us how long the time gap was between this recent promotion and your previous promotion?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM			MEMBERSHIP LEVEL							GENDER		
	Total	Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate *d	Associate *e	Member f	Certified g	Fellow *h	Corporate member *i	Not a member *j	Male k	Female l
Sample Bases	250	16	81	151	19	29	133	34	4	7	21	181	65
1-2 years	72 29%	5 31%	29 36%	37 25%	6 32%	8 28%	35 26%	12 35%	1 25%	4 57%	6 29%	54 30%	17 26%
3-4 years	41 16%	0 0%	12 15%	29 19%	3 16%	4 14%	24 18%	6 18%	1 25%	2 29%	0 0%	31 17%	10 15%
5 years+	38 15%	3 19%	9 11%	26 17%	2 11%	5 17%	22 17%	4 12%	0 0%	0 0%	4 19%	23 13%	15 +23%
Don't know	99 40%	8 50%	31 38%	59 39%	8 42%	12 41%	52 39%	12 35%	2 50%	1 14%	11 52%	73 40%	23 35%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Table 36 (continuation)

If your promotion has been in the last 6 months, can you tell us how long the time gap was between this recent promotion and your previous promotion?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	*e	f	*g	*h	*i	j	k	l	*m	
Sample Bases	250	41	158	51	219	25	208	1	12	4	114	52	30	22
1-2 years	72 29%	21 +51% a	42 27%	9 -18% c	61 28%	9 36%	57 27%	0 0%	5 42%	0 0%	33 29%	11 21%	7 23%	10 45%
3-4 years	41 16%	6 15%	26 16%	9 18%	38 17%	2 8%	33 16%	1 100%	1 8%	0 0%	23 20%	9 17%	1 -3% l	6 27%
5 years+	38 15%	2 -5% a	26 16%	10 20%	35 16%	2 8%	33 16%	0 0%	1 8%	0 0%	14 12%	14 +27% k	5 17%	4 18%
Don't know	99 40%	12 29%	64 41%	23 45%	85 39%	12 48%	85 41%	0 0%	5 42%	4 100%	44 39%	18 35%	17 +57% l	2 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 36 (continuation)

If your promotion has been in the last 6 months, can you tell us how long the time gap was between this recent promotion and your previous promotion?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	250	243	3	166	161	106	106	78	103
1-2 years	72 29%	69 28%	1 33%	49 30%	51 32%	33 31%	35 33%	24 31%	37 +36% h
3-4 years	41 16%	41 17%	0 0%	28 17%	26 16%	20 19%	16 15%	16 21%	18 17%
5 years+	38 15%	37 15%	1 33%	27 16%	24 15%	17 16%	17 16%	9 12%	13 13%
Don't know	99 40%	96 40%	1 33%	62 37%	60 37%	36 34%	38 36%	29 37%	35 34%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 36 (continuation)

If your promotion has been in the last 6 months, can you tell us how long the time gap was between this recent promotion and your previous promotion?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	*c	*d	*e	*f	g	*h	*i	j	k	l	*m
Sample Bases	250	67	87	28	22	27	13	39	19	1	134	180	231	11
1-2 years	72 29%	28 +42% a	27 31%	8 29%	4 18%	7 26%	6 46%	7 18%	5 26%	0 0%	36 27%	54 30%	67 29%	1 9%
3-4 years	41 16%	12 18%	15 17%	8 29%	7 32%	4 15%	0 0%	4 10%	2 11%	1 100%	24 18%	27 15%	37 16%	2 18%
5 years+	38 15%	8 12%	14 16%	6 21%	1 5%	2 7%	3 23%	9 23%	2 11%	0 0%	23 17%	27 15%	37 16%	1 9%
Don't know	99 40%	19 -28% a	31 36%	6 21%	10 45%	14 52%	4 31%	19 49%	10 53%	0 0%	51 38%	72 40%	90 39%	7 64%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 37

Do you plan to leave your employer within the next year?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	853	187	621	351	486	576	232	48	124	214	436	52	298	224	273
Yes	124 15%	29 16%	88 14%	50 14%	73 15%	79 14%	38 16%	4 8%	22 18%	28 13%	65 15%	9 17%	49 16%	29 13%	36 13%
No	489 57%	109 58%	356 57%	195 56%	285 59%	336 58%	129 56%	29 60%	72 58%	121 57%	253 58%	25 48%	163 55%	128 57%	171 +63% n
Don't know	240 28%	49 26%	177 29%	106 30%	128 26%	161 28%	65 28%	15 31%	30 24%	65 30%	118 27%	18 35%	86 29%	67 30%	66 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 37 (continuation)

Do you plan to leave your employer within the next year?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	853	32	230	587	75	104	446	131	11	2	29	48	591	247
Yes	124 15%	7 22%	39 17%	78 13%	12 16%	19 18%	56 13%	23 18%	2 18%	0 0%	2 7%	10 21%	87 15%	36 15%
No	489 57%	19 59%	128 56%	339 58%	44 59%	48 -46% e	260 58%	71 54%	6 55%	2 100%	23 79%	29 60%	337 57%	143 58%
Don't know	240 28%	6 19%	63 27%	170 29%	19 25%	37 36%	130 29%	37 28%	3 27%	0 0%	4 14%	9 19%	167 28%	68 28%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 37 (continuation)

Do you plan to leave your employer within the next year?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	853	97	556	200	773	60	708	7	49	15	416	151	103	51
Yes	124 15%	17 18%	79 14%	28 14%	114 15%	7 12%	98 14%	1 14%	8 16%	3 20%	54 13%	24 16%	18 17%	12 24%
No	489 57%	47 48%	316 57%	126 63%	446 58%	33 55%	413 58%	3 43%	26 53%	8 53%	237 57%	95 63%	55 53%	26 51%
Don't know	240 28%	33 34%	161 29%	46 23%	213 28%	20 33%	197 28%	3 43%	15 31%	4 27%	125 30%	32 -21%	30 29%	13 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 37 (continuation)

Do you plan to leave your employer within the next year?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	853	789	11	551	471	333	363	230	365
Yes	124 15%	106 -13% a	2 18%	74 13%	46 -10% d	33 -10% e	37 -10% f	20 -9% g	35 -10% h
No	489 57%	464 +59% a	2 18%	313 57%	312 +66% d	221 +66% e	236 +65% f	150 +65% g	249 +68% h
Don't know	240 28%	219 28%	7 64%	164 30%	113 -24% d	79 -24% e	90 25%	60 26%	81 -22% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 37 (continuation)

Do you plan to leave your employer within the next year?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	853	204	282	104	89	92	33	130	82	3	428	615	776	46
Yes	124 15%	41 +20% a	36 13%	14 13%	18 20%	16 17%	9 +27% f	16 12%	14 17%	1 33%	66 15%	90 15%	115 15%	5 11%
No	489 57%	111 54%	157 56%	60 58%	48 54%	50 54%	15 45%	77 59%	47 57%	2 67%	237 55%	356 58%	440 57%	31 67%
Don't know	240 28%	52 25%	89 32%	30 29%	23 26%	26 28%	9 27%	37 28%	21 26%	0 0%	125 29%	169 27%	221 28%	10 22%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 38

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing *a	Non-FM organisation b	Within PFI/PPi c	Not within PFI/PPi d	Private e	Public f	1 to 49 *g	50 to 249 *h	250 to 999 *i	1,000+ j	Up to £25k *k	£26k to £45k l	£46k to £60k *m	£61k+ n
Sample Bases	122	28	87	49	72	77	38	4	21	28	64	9	48	29	35
Unhappy with pay and benefits	23 19%	4 14%	18 21%	10 20%	13 18%	13 17%	9 24%	0 0%	3 14%	8 29%	12 19%	3 33%	13 27%	5 17%	2 -6% n
Lack of career opportunity	32 26%	4 14%	27 31%	14 29%	18 25%	24 31%	7 18%	0 0%	6 29%	10 36%	15 23%	2 22%	13 27%	10 34%	6 17%
Expected redundancy	3 2%	0 0%	2 2%	1 2%	2 3%	2 3%	0 0%	0 0%	0 0%	0 0%	3 5%	0 0%	0 0%	1 3%	2 6%
Retirement	9 7%	3 11%	6 7%	2 4%	7 10%	4 5%	5 13%	0 0%	3 14%	0 0%	5 8%	0 0%	3 6%	1 3%	5 14%
Job security	3 2%	0 0%	3 3%	2 4%	1 1%	2 3%	1 3%	0 0%	1 5%	0 0%	2 3%	0 0%	1 2%	1 3%	1 3%
Level of workload	3 2%	0 0%	3 3%	1 2%	2 3%	1 1%	2 5%	0 0%	1 5%	1 4%	1 2%	0 0%	2 4%	1 3%	0 0%
Long of working hours	1 1%	1 4%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	1 3%
Lack of commitment to diversity and inclusion	1 1%	1 4%	0 0%	1 2%	0 0%	1 1%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%
Lack of management support	20 16%	6 21%	12 14%	7 14%	13 18%	10 13%	8 21%	2 50%	1 5%	5 18%	12 19%	2 22%	7 15%	3 10%	8 23%
Stress of the job	4 3%	1 4%	3 3%	2 4%	2 3%	2 3%	2 5%	0 0%	2 10%	0 0%	2 3%	0 0%	1 2%	2 7%	1 3%
Moving away/relocation	4 3%	1 4%	2 2%	2 4%	2 3%	2 3%	1 3%	1 25%	1 5%	1 4%	1 2%	0 0%	2 4%	1 3%	1 3%
Lack of professional development/ upskilling opportunities	9 7%	4 14%	5 6%	4 8%	4 6%	8 10%	1 3%	1 25%	1 5%	1 4%	4 6%	1 11%	2 4%	1 3%	5 14%
Lack of colleague support	2 2%	0 0%	2 2%	1 2%	1 1%	1 1%	1 3%	0 0%	0 0%	1 4%	0 0%	1 11%	0 0%	0 0%	1 3%
Expect current role to be changed	3 2%	2 7%	1 1%	1 2%	2 3%	3 4%	0 0%	0 0%	0 0%	1 4%	2 3%	0 0%	1 2%	1 3%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing *a	Non-FM organisation b	Within PFI/PPP c	Not within PFI/PPP d	Private e	Public f	1 to 49 *g	50 to 249 *h	250 to 999 *i	1,000+ j	Up to £25k *k	£26k to £45k l	£46k to £60k *m	£61k+ n
Sample Bases	122	28	87	49	72	77	38	4	21	28	64	9	48	29	35
Other	5 4%	1 4%	3 3%	1 2%	4 6%	3 4%	1 3%	0 0%	1 5%	0 0%	4 6%	0 0%	2 4%	2 7%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	YEARS WORKING IN FM			MEMBERSHIP LEVEL							GENDER		
	Total	Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate *d	Associate *e	Member f	Certified *g	Fellow *h	Corporate member *i	Not a member *j	Male k	Female l
Sample Bases	122	7	39	76	12	18	55	23	2	2	10	85	36
Unhappy with pay and benefits	23 19%	1 14%	13 +33% b	9 -12% c	1 8%	5 28%	7 13%	6 26%	1 50%	0 0%	3 30%	16 19%	6 17%
Lack of career opportunity	32 26%	1 14%	14 36%	17 22%	2 17%	6 33%	16 29%	7 30%	0 0%	0 0%	1 10%	24 28%	8 22%
Expected redundancy	3 2%	0 0%	0 0%	3 4%	1 8%	0 0%	1 2%	1 4%	0 0%	0 0%	0 0%	2 2%	1 3%
Retirement	9 7%	0 0%	0 -0% b	9 +12% c	1 8%	0 0%	6 11%	1 4%	0 0%	1 50%	0 0%	7 8%	2 6%
Job security	3 2%	1 14%	0 0%	2 3%	1 8%	0 0%	1 2%	1 4%	0 0%	0 0%	0 0%	3 4%	0 0%
Level of workload	3 2%	1 14%	0 0%	2 3%	1 8%	1 6%	1 2%	0 0%	0 0%	0 0%	0 0%	1 1%	2 6%
Long of working hours	1 1%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%	1 1%	0 0%
Lack of commitment to diversity and inclusion	1 1%	0 0%	0 0%	1 1%	0 0%	1 6%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Lack of management support	20 16%	0 0%	5 13%	15 20%	2 17%	2 11%	9 16%	4 17%	0 0%	0 0%	3 30%	12 14%	8 22%
Stress of the job	4 3%	0 0%	1 3%	3 4%	0 0%	0 0%	3 5%	1 4%	0 0%	0 0%	0 0%	3 4%	1 3%
Moving away/relocation	4 3%	2 29%	0 0%	2 3%	0 0%	0 0%	3 5%	0 0%	0 0%	0 0%	1 10%	2 2%	2 6%
Lack of professional development/ upskilling opportunities	9 7%	0 0%	2 5%	7 9%	0 0%	1 6%	5 9%	1 4%	0 0%	0 0%	2 20%	5 6%	4 11%
Lack of colleague support	2 2%	0 0%	1 3%	1 1%	0 0%	1 6%	0 0%	0 0%	1 50%	0 0%	0 0%	2 2%	0 0%
Expect current role to be changed	3 2%	0 0%	1 3%	2 3%	1 8%	1 6%	0 0%	1 4%	0 0%	0 0%	0 0%	2 2%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	YEARS WORKING IN FM			MEMBERSHIP LEVEL							GENDER		
	Total	Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate *d	Associate *e	Member f	Certified *g	Fellow *h	Corporate member *i	Not a member *j	Male k	Female l
Sample Bases	122	7	39	76	12	18	55	23	2	2	10	85	36
Other	5 4%	1 14%	1 3%	3 4%	2 17%	0 0%	3 5%	0 0%	0 0%	0 0%	0 0%	4 5%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		*a	b	*c	d	*e	f	*g	*h	*i	j	*k	*l	*m
Sample Bases	122	17	78	27	112	7	96	1	8	3	52	24	18	12
Unhappy with pay and benefits	23 19%	2 12%	19 +24% b	2 7%	22 20%	1 14%	20 21%	1 100%	1 13%	0 0%	14 27%	1 4%	5 28%	1 8%
Lack of career opportunity	32 26%	9 53%	20 26%	3 11%	30 27%	1 14%	21 22% f	0 0%	5 63%	2 67%	12 23%	5 21%	4 22%	3 25%
Expected redundancy	3 2%	0 0%	1 1%	2 7%	3 3%	0 0%	3 3%	0 0%	0 0%	0 0%	2 4%	0 0%	1 6%	0 0%
Retirement	9 7%	0 0%	0 -0% b	9 33%	8 7%	1 14%	6 6%	0 0%	1 13%	0 0%	3 6%	3 13%	0 0%	2 17%
Job security	3 2%	2 12%	1 1%	0 0%	2 2%	1 14%	3 3%	0 0%	0 0%	0 0%	2 4%	1 4%	0 0%	0 0%
Level of workload	3 2%	0 0%	3 4%	0 0%	3 3%	0 0%	2 2%	0 0%	1 13%	0 0%	2 4%	0 0%	0 0%	0 0%
Long of working hours	1 1%	0 0%	1 1%	0 0%	1 1%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 4%	0 0%	0 0%
Lack of commitment to diversity and inclusion	1 1%	0 0%	0 0%	1 4%	1 1%	0 0%	1 1%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%
Lack of management support	20 16%	2 12%	12 15%	6 22%	19 17%	1 14%	16 17%	0 0%	0 0%	1 33%	6 12%	7 29%	3 17%	2 17%
Stress of the job	4 3%	0 0%	4 5%	0 0%	4 4%	0 0%	3 3%	0 0%	0 0%	0 0%	1 2%	1 4%	1 6%	1 8%
Moving away/relocation	4 3%	0 0%	2 3%	2 7%	3 3%	1 14%	4 4%	0 0%	0 0%	0 0%	1 2%	2 8%	1 6%	0 0%
Lack of professional development/ upskilling opportunities	9 7%	1 6%	8 10%	0 0%	6 5% d	1 14%	6 6%	0 0%	0 0%	0 0%	4 8%	0 0%	1 6%	3 25%
Lack of colleague support	2 2%	0 0%	1 1%	1 4%	2 2%	0 0%	2 2%	0 0%	0 0%	0 0%	0 0%	1 4%	1 6%	0 0%
Expect current role to be changed	3 2%	0 0%	2 3%	1 4%	3 3%	0 0%	3 3%	0 0%	0 0%	0 0%	1 2%	2 8%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		*a	b	*c	d	*e	f	*g	*h	*i	j	*k	*l	*m
Sample Bases	122	17	78	27	112	7	96	1	8	3	52	24	18	12
Other	5 4%	1 6%	4 5%	0 0%	5 4%	0 0%	5 5%	0 0%	0 0%	0 0%	3 6%	0 0%	1 6%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	*g	h	
Sample Bases	122	104	2	73	44	31	36	19	33
Unhappy with pay and benefits	23 19%	21 20%	0 0%	15 21%	12 27%	7 23%	8 22%	6 32%	6 18%
Lack of career opportunity	32 26%	27 26%	0 0%	22 30%	10 23%	8 26%	6 17%	4 21%	7 21%
Expected redundancy	3 2%	2 2%	0 0%	0 -0%	2 5%	0 0%	0 0%	0 0%	0 0%
Retirement	9 7%	8 8%	0 0%	7 10%	3 7%	3 10%	3 8%	1 5%	4 12%
Job security	3 2%	3 3%	0 0%	2 3%	2 5%	2 6%	1 3%	1 5%	2 6%
Level of workload	3 2%	3 3%	0 0%	3 4%	1 2%	0 0%	1 3%	1 5%	1 3%
Long of working hours	1 1%	1 1%	0 0%	0 0%	1 2%	1 3%	0 0%	0 0%	0 0%
Lack of commitment to diversity and inclusion	1 1%	1 1%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%
Lack of management support	20 16%	15 14%	2 100%	10 14%	5 11%	6 19%	7 19%	4 21%	6 18%
Stress of the job	4 3%	4 4%	0 0%	2 3%	1 2%	0 0%	2 6%	0 0%	2 6%
Moving away/relocation	4 3%	4 4%	0 0%	2 3%	2 5%	0 0%	2 6%	1 5%	0 0%
Lack of professional development/upskilling opportunities	9 7%	6 6%	0 0%	4 5%	0 -0%	0 0%	2 6%	1 5%	1 3%
Lack of colleague support	2 2%	2 2%	0 0%	0 0%	0 0%	1 3%	1 3%	0 0%	1 3%
Expect current role to be changed	3 2%	3 3%	0 0%	3 4%	3 +7%	1 3%	1 3%	0 0%	1 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience *g	Mentoring programme h
Sample Bases	122	104	2	73	44	31	36	19	33
Other	5 4%	4 4%	0 0%	2 3%	2 5%	2 6%	2 6%	0 0%	2 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	*c	*d	*e	*f	*g	*h	*i	j	k	l	*m	
Sample Bases	122	41	35	14	17	16	8	16	14	1	64	88	113	5
Unhappy with pay and benefits	23 19%	10 24%	5 14%	2 14%	4 24%	4 25%	2 25%	4 25%	5 36%	0 0%	13 20%	19 22%	22 19%	0 0%
Lack of career opportunity	32 26%	12 29%	9 26%	3 21%	2 12%	7 44%	2 25%	3 19%	1 7%	1 100%	15 23%	22 25%	29 26%	2 40%
Expected redundancy	3 2%	1 2%	2 6%	1 7%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%	2 3%	2 2%	3 3%	0 0%
Retirement	9 7%	1 2%	2 6%	1 7%	3 18%	1 6%	1 13%	0 0%	3 21%	0 0%	4 6%	6 7%	8 7%	1 20%
Job security	3 2%	1 2%	1 3%	0 0%	1 6%	1 6%	0 0%	1 6%	1 7%	0 0%	3 5%	3 3%	3 3%	0 0%
Level of workload	3 2%	1 2%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	3 3%	3 3%	0 0%
Long of working hours	1 1%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	1 1%	0 0%
Lack of commitment to diversity and inclusion	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%
Lack of management support	20 16%	7 17%	7 20%	6 43%	3 18%	1 6%	0 0%	4 25%	0 0%	0 0%	10 16%	15 17%	18 16%	1 20%
Stress of the job	4 3%	1 2%	1 3%	0 0%	1 6%	0 0%	0 0%	1 6%	0 0%	0 0%	2 3%	3 3%	4 4%	0 0%
Moving away/relocation	4 3%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	2 3%	1 -1% k	3 3%	1 20%
Lack of professional development/ upskilling opportunities	9 7%	3 7%	2 6%	1 7%	3 18%	1 6%	2 25%	1 6%	2 14%	0 0%	5 8%	7 8%	9 8%	0 0%
Lack of colleague support	2 2%	2 +5% a	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%	0 0%	1 2%	1 1%	2 2%	0 0%
Expect current role to be changed	3 2%	1 2%	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	1 7%	0 0%	1 2%	2 2%	2 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 38 (continuation)

If you plan to leave your current employer within the next year, what is your main reason for wanting to leave?

Base: Where plan to leave employer within the next year

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC *c	Any HND *d	Any MA/ MSc *e	Any MBA *f	Any NVQ *g	Any post-grad *h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals *m
Sample Bases	122	41	35	14	17	16	8	16	14	1	64	88	113	5
Other	5 4%	1 2%	3 9%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	4 6%	3 3%	5 4%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 39

Do you plan to stay with your employer for the next 6 months or more?

Base: All Respondents (Valid Responses)

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	847	187	615	348	483	571	231	47	123	214	434	49	298	224	271
Yes	631 74%	138 74%	460 75%	259 74%	359 74%	428 75%	170 74%	36 77%	96 78%	165 77%	316 73%	32 65%	222 74%	164 73%	211 78%
No	62 7%	17 9%	40 7%	24 7%	38 8%	40 7%	17 7%	3 6%	10 8%	9 -4% i	35 8%	5 10%	15 5%	20 9%	22 8%
Don't know	154 18%	32 17%	115 19%	65 19%	86 18%	103 18%	44 19%	8 17%	17 14%	40 19%	83 19%	12 24%	61 20%	40 18%	38 -14% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 39 (continuation)

Do you plan to stay with your employer for the next 6 months or more?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	847	31	229	584	71	106	445	128	11	2	29	48	583	248
Yes	631 74%	26 84%	170 74%	433 74%	55 77%	71 67%	340 76%	83 -65% g	9 82%	2 100%	25 86%	39 81%	434 74%	187 75%
No	62 7%	1 3%	19 8%	42 7%	4 6%	7 7%	29 7%	17 +13% g	1 9%	0 0%	2 7%	2 4%	48 8%	13 5%
Don't know	154 18%	4 13%	40 17%	109 19%	12 17%	28 +26% e	76 17%	28 22%	1 9%	0 0%	2 7%	7 15%	101 17%	48 19%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 39 (continuation)

Do you plan to stay with your employer for the next 6 months or more?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	847	97	555	195	768	59	707	7	46	14	414	151	104	51
Yes	631 74%	67 69%	416 75%	148 76%	575 75%	44 75%	527 75%	5 71%	34 74%	12 86%	305 74%	121 80%	72 69%	38 75%
No	62 7%	8 8%	37 7%	17 9%	54 7%	5 8%	49 7%	1 14%	2 4%	1 7%	29 7%	11 7%	8 8%	7 14%
Don't know	154 18%	22 23%	102 18%	30 15%	139 18%	10 17%	131 19%	1 14%	10 22%	1 7%	80 19%	19 -13%	24 23%	6 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 39 (continuation)

Do you plan to stay with your employer for the next 6 months or more?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	847	787	11	552	468	334	364	231	364
Yes	631 74%	596 +76% a	7 64%	422 76%	380 +81% d	268 +80% e	292 +80% f	196 +85% g	300 +82% h
No	62 7%	54 7%	1 9%	37 7%	24 -5% d	15 -4% e	21 6%	8 -3% g	14 -4% h
Don't know	154 18%	137 -17% a	3 27%	93 17%	64 -14% d	51 15%	51 -14% f	27 -12% g	50 -14% h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 39 (continuation)

Do you plan to stay with your employer for the next 6 months or more?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	847	202	278	99	88	91	33	130	82	3	422	609	771	45
Yes	631 74%	145 72%	202 73%	73 74%	65 74%	66 73%	21 64%	103 79%	55 67%	2 67%	303 72%	457 75%	571 74%	36 80%
No	62 7%	22 +11% a	19 7%	7 7%	10 11%	6 7%	5 15%	6 5%	10 12%	1 33%	36 9%	43 7%	61 +8% l	0 0%
Don't know	154 18%	35 17%	57 21%	19 19%	13 15%	19 21%	7 21%	21 16%	17 21%	0 0%	83 20%	109 18%	139 18%	9 20%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	627	138	457	257	357	425	170	35	95	164	315	32	219	164	210
I enjoy my work	233 37%	55 40%	161 35%	97 38%	131 37%	165 39%	51 -30% f	17 49%	41 43%	53 32%	113 36%	14 44%	76 35%	54 33%	89 42%
My work is valued	72 11%	20 14%	49 11%	26 10%	46 13%	51 12%	18 11%	1 3%	18 +19% h	19 12%	32 10%	3 9%	15 -7% l	23 14%	30 14%
The salary/benefits package	33 5%	4 3%	28 6%	17 7%	16 4%	26 6%	6 4%	2 6%	3 3%	8 5%	20 6%	0 0%	4 -2% l	12 7%	16 8%
Job security in the current economic climate	167 27%	37 27%	126 28%	72 28%	91 25%	104 24%	59 +35% f	7 20%	19 20%	46 28%	91 29%	7 22%	71 +32% l	48 29%	41 -20% n
For increased prospects of promotion internally	17 3%	7 5%	10 2%	6 2%	11 3%	15 4%	2 1%	0 0%	2 2%	4 2%	11 3%	3 +9% k	4 2%	6 4%	4 2%
For their commitment to diversity and inclusion	3 *%	1 1%	2 *%	1 *%	2 1%	3 1%	0 0%	0 0%	0 0%	1 1%	2 1%	0 0%	1 *%	1 1%	1 *%
For the promise of bonus payments	1 *%	0 0%	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 *%
For the promise of a pay rise	3 *%	0 0%	3 1%	0 0%	3 1%	2 *%	1 1%	0 0%	1 1%	0 0%	2 1%	0 0%	3 +1% l	0 0%	0 0%
To achieve full pension entitlement	22 4%	4 3%	17 4%	10 4%	10 3%	10 -2% e	11 +6% f	0 0%	0 -0% h	7 4%	15 5%	0 0%	7 3%	8 5%	7 3%
Their commitment to professional development and training	13 2%	2 1%	10 2%	4 2%	9 3%	11 3%	1 1%	1 3%	4 4%	7 +4% i	1 -*% j	0 0%	13 +6% l	0 -0% m	0 -0% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	TYPE OF ORGANISATION		PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
		FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
		a	b	c	d	e	f	g	h	i	j	k	l	m	n
Sample Bases	627	138	457	257	357	425	170	35	95	164	315	32	219	164	210
Job is in convenient location	29 5%	5 4%	22 5%	13 5%	14 4%	14 -3% e	13 +8% f	0 0%	3 3%	10 6%	15 5%	2 6%	15 7%	7 4%	5 2%
To receive other benefits such as sick pay, maternity/paternity/adoption leave	6 1%	1 1%	5 1%	3 1%	3 1%	5 1%	1 1%	1 3%	0 0%	1 1%	3 1%	1 3%	3 1%	1 1%	1 *%
Other	28 4%	2 1%	23 5%	8 3%	20 6%	18 4%	7 4%	6 +17% g	4 4%	7 4%	10 3%	2 6%	7 3%	4 2%	15 +7% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	627	26	168	431	55	70	338	83	9	2	25	38	432	185
I enjoy my work	233 37%	13 50%	63 38%	156 36%	30 +55% d	30 43%	111 -33% f	29 35%	5 56%	2 100%	13 52%	11 29%	160 37%	66 36%
My work is valued	72 11%	1 4%	19 11%	52 12%	5 9%	6 9%	42 12%	9 11%	1 11%	0 0%	4 16%	5 13%	52 12%	20 11%
The salary/benefits package	33 5%	0 0%	7 4%	25 6%	1 2%	2 3%	22 7%	6 7%	0 0%	0 0%	0 0%	1 3%	26 6%	7 4%
Job security in the current economic climate	167 27%	3 12%	42 25%	122 28%	11 20%	20 29%	99 29%	22 27%	1 11%	0 0%	3 12%	10 26%	114 26%	50 27%
For increased prospects of promotion internally	17 3%	2 8%	5 3%	10 2%	0 0%	1 1%	10 3%	1 1%	1 11%	0 0%	0 0%	4 +11% k	14 3%	3 2%
For their commitment to diversity and inclusion	3 *%	1 4%	0 0%	2 *%	1 2%	1 1%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	1 1%
For the promise of bonus payments	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%
For the promise of a pay rise	3 *%	1 4%	2 1%	0 -0% c	1 2%	0 0%	1 *%	0 0%	0 0%	0 0%	1 4%	0 0%	2 *%	1 1%
To achieve full pension entitlement	22 4%	0 0%	3 2%	19 4%	0 0%	1 1%	14 4%	4 5%	0 0%	0 0%	3 12%	0 0%	17 4%	5 3%
Their commitment to professional development and training	13 2%	2 8%	8 +5% b	3 -1% c	2 4%	3 4%	6 2%	0 0%	0 0%	0 0%	0 0%	1 3%	6 1%	7 4%
Job is in convenient location	29 5%	1 4%	12 7%	16 4%	3 5%	5 7%	17 5%	3 4%	0 0%	0 0%	0 0%	1 3%	18 4%	11 6%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years *a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	627	26	168	431	55	70	338	83	9	2	25	38	432	185
To receive other benefits such as sick pay, maternity/paternity/adoption leave	6 1%	0 0%	1 1%	5 1%	0 0%	0 0%	2 1%	2 2%	0 0%	0 0%	0 0%	1 3%	1 -*	5 +3% m
Other	28 4%	2 8%	5 3%	21 5%	1 2%	1 1%	12 4%	7 8%	1 11%	0 0%	1 4%	4 11%	20 5%	8 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	627	66	414	147	573	42	524	5	34	12	303	120	72	37
I enjoy my work	233 37%	20 30%	151 36%	62 42%	216 38%	16 38%	201 38%	1 20%	13 38%	2 17%	117 39%	51 43%	24 33%	12 32%
My work is valued	72 11%	6 9%	47 11%	19 13%	57 -10% d	12 +29% e	59 11%	0 0%	3 9%	2 17%	39 13%	6 -5% k	9 13%	8 +22% m
The salary/benefits package	33 5%	1 2%	28 +7% b	4 3%	32 6%	0 0%	29 6%	0 0%	1 3%	1 8%	19 6%	8 7%	1 1%	2 5%
Job security in the current economic climate	167 27%	23 35%	119 29%	25 -17% c	154 27%	10 24%	131 -25% f	4 80%	11 32%	5 42%	70 23%	29 24%	22 31%	9 24%
For increased prospects of promotion internally	17 3%	5 +8% a	11 3%	1 1%	15 3%	0 0%	15 3%	0 0%	0 0%	0 0%	6 2%	4 3%	5 +7% l	0 0%
For their commitment to diversity and inclusion	3 *%	0 0%	2 *%	1 1%	3 1%	0 0%	2 *%	0 0%	0 0%	0 0%	1 *%	0 0%	1 1%	1 +3% m
For the promise of bonus payments	1 *%	0 0%	1 *%	0 0%	0 -0% d	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
For the promise of a pay rise	3 *%	1 2%	2 *%	0 0%	3 1%	0 0%	3 1%	0 0%	0 0%	0 0%	1 *%	2 +2% k	0 0%	0 0%
To achieve full pension entitlement	22 4%	0 0%	6 -1% b	16 +11% c	21 4%	1 2%	19 4%	0 0%	2 6%	0 0%	9 3%	6 5%	4 6%	0 0%
Their commitment to professional development and training	13 2%	7 +11% a	6 1%	0 -0% c	12 2%	1 2%	13 2%	0 0%	0 0%	0 0%	6 2%	2 2%	2 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	627	66	414	147	573	42	524	5	34	12	303	120	72	37
Job is in convenient location	29 5%	0 0%	24 6%	5 3%	27 5%	2 5%	22 4%	0 0%	3 9%	1 8%	16 5%	4 3%	1 1%	2 5%
To receive other benefits such as sick pay, maternity/paternity/adoption leave	6 1%	1 2%	2 *%	3 2%	5 1%	0 0%	4 1%	0 0%	1 3%	0 0%	1 *%	1 1%	2 3%	1 3%
Other	28 4%	2 3%	15 4%	11 +7% c	28 5%	0 0%	25 5%	0 0%	0 0%	1 8%	17 6%	7 6%	1 1%	2 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	CPD PROVISION							
		Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	627	593	6	419	378	267	291	195	300
I enjoy my work	233 37%	220 37%	1 17%	150 36%	135 36%	99 37%	112 38%	73 37%	112 37%
My work is valued	72 11%	72 +12% a	0 0%	50 12%	53 +14% d	41 +15% e	40 14%	36 +18% g	43 +14% h
The salary/benefits package	33 5%	32 5%	0 0%	25 6%	23 6%	10 4%	14 5%	7 4%	18 6%
Job security in the current economic climate	167 27%	158 27%	2 33%	113 27%	88 -23% d	65 24%	65 -22% f	47 24%	70 23%
For increased prospects of promotion internally	17 3%	14 -2% a	1 17%	12 3%	10 3%	8 3%	9 3%	5 3%	11 4%
For their commitment to diversity and inclusion	3 *0%	3 1%	0 0%	2 *0%	2 1%	1 *0%	1 *0%	1 1%	2 1%
For the promise of bonus payments	1 *0%	1 *0%	0 0%	1 *0%	1 *0%	1 *0%	1 *0%	1 1%	0 0%
For the promise of a pay rise	3 *0%	3 1%	0 0%	1 *0%	2 1%	0 0%	1 *0%	0 0%	1 *0%
To achieve full pension entitlement	22 4%	21 4%	0 0%	17 4%	15 4%	15 +6% e	14 5%	6 3%	12 4%
Their commitment to professional development and training	13 2%	13 2%	0 0%	11 3%	10 3%	4 1%	8 3%	2 1%	5 2%
Job is in convenient location	29 5%	26 4%	1 17%	17 4%	22 6%	13 5%	11 4%	5 3%	13 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	627	593	6	419	378	267	291	195	300
To receive other benefits such as sick pay, maternity/ paternity/adoption leave	6 1%	6 1%	0 0%	5 1%	5 1%	0 -0% e	3 1%	1 1%	4 1%
Other	28 4%	24 -4% a	1 17%	15 4%	12 3%	10 4%	12 4%	11 6%	9 3%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	*f	g	h	i	j	k	l	m	
Sample Bases	627	144	201	73	65	66	21	102	55	2	302	456	568	35
I enjoy my work	233 37%	54 38%	59 -29% b	25 34%	25 38%	24 36%	10 48%	34 33%	22 40%	2 100%	95 -31% j	173 38%	212 37%	12 34%
My work is valued	72 11%	14 10%	26 13%	10 14%	6 9%	10 15%	1 5%	4 -4% g	5 9%	0 0%	38 13%	50 11%	64 11%	6 17%
The salary/benefits package	33 5%	7 5%	13 6%	5 7%	2 3%	3 5%	1 5%	4 4%	4 7%	0 0%	21 7%	21 5%	31 5%	2 6%
Job security in the current economic climate	167 27%	38 26%	66 +33% b	10 -14% c	18 28%	16 24%	3 14%	34 33%	10 18%	0 0%	84 28%	117 26%	148 26%	10 29%
For increased prospects of promotion internally	17 3%	5 3%	6 3%	4 5%	1 2%	0 0%	1 5%	5 5%	2 4%	0 0%	10 3%	15 3%	17 3%	0 0%
For their commitment to diversity and inclusion	3 *%	1 1%	2 1%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	2 *%	3 1%	0 0%
For the promise of bonus payments	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%
For the promise of a pay rise	3 *%	2 1%	2 1%	0 0%	0 0%	1 2%	0 0%	1 1%	0 0%	0 0%	2 1%	3 1%	3 1%	0 0%
To achieve full pension entitlement	22 4%	3 2%	9 4%	8 +11% c	5 8%	2 3%	1 5%	5 5%	2 4%	0 0%	13 4%	15 3%	20 4%	0 0%
Their commitment to professional development and training	13 2%	1 1%	4 2%	1 1%	0 0%	0 0%	0 0%	4 4%	1 2%	0 0%	7 2%	10 2%	12 2%	0 0%
Job is in convenient location	29 5%	9 6%	10 5%	8 +11% c	3 5%	4 6%	1 5%	6 6%	3 5%	0 0%	15 5%	26 +6% k	29 5%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 40 (continuation)

If you plan to stay with your employer for the next 6 months or more, what is your main reason for staying?

Base: Where plan to stay with employer for the next 6 months or more

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA *f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	627	144	201	73	65	66	21	102	55	2	302	456	568	35
To receive other benefits such as sick pay, maternity/paternity/adoption leave	6 1%	2 1%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	1 2%	0 0%	1 *	4 1%	4 -1%	2 +6%
Other	28 4%	8 6%	4 -2%	2 3%	4 6%	5 8%	2 10%	5 5%	5 9%	0 0%	14 5%	19 4%	24 4%	3 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 41

What was the main reason for joining your current employer?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPi	Not within PFI/PPi	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	858	187	626	353	489	579	234	48	125	218	437	50	303	224	275
They offered me a more senior position	95 11%	13 -7% a	76 12%	37 10%	56 11%	57 10%	32 14%	4 8%	13 10%	29 13%	47 11%	1 -2% k	24 -8% l	25 11%	45 +16% n
Better salary/benefits package	100 12%	17 9%	81 13%	47 13%	53 11%	74 13%	24 10%	8 17%	12 10%	23 11%	54 12%	5 10%	35 12%	31 14%	27 10%
Better long-term progression prospects	71 8%	15 8%	56 9%	30 8%	39 8%	51 9%	20 9%	1 2%	11 9%	15 7%	44 10%	2 4%	21 7%	19 8%	28 10%
Fresh challenge	233 27%	56 30%	161 26%	84 24%	143 29%	155 27%	62 26%	15 31%	41 33%	56 26%	114 26%	12 24%	76 25%	58 26%	85 31%
The company had a good reputation	69 8%	17 9%	52 8%	29 8%	40 8%	57 +10% e	12 5%	1 2%	4 -3% h	22 10%	38 9%	6 12%	19 6%	20 9%	24 9%
Was unemployed	106 12%	24 13%	75 12%	50 14%	56 11%	66 11%	33 14%	6 13%	18 14%	24 11%	53 12%	8 16%	47 +16% l	30 13%	20 -7% n
Better personal development opportunities	31 4%	11 6%	19 3%	17 5%	12 -2% d	22 4%	8 3%	3 6%	7 6%	4 2%	15 3%	7 +14% k	12 4%	5 2%	7 3%
Job was in a more convenient location	65 8%	10 5%	49 8%	26 7%	38 8%	41 7%	18 8%	4 8%	5 4%	22 10%	32 7%	5 10%	31 +10% l	15 7%	14 5%
Merger/acquisition of employer or TUPE'd across from previous employer	50 6%	21 +11% a	28 -4% b	16 5%	32 7%	37 6%	12 5%	2 4%	7 6%	15 7%	24 5%	2 4%	23 8%	14 6%	11 4%
Other	36 4%	3 -2% a	28 4%	16 5%	19 4%	18 -3% e	13 6%	4 8%	6 5%	8 4%	16 4%	2 4%	14 5%	7 3%	13 5%
No / None / Nothing	2 *%	0 0%	1 *%	1 *%	1 *%	1 *%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 41 (continuation)

What was the main reason for joining your current employer?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	858	31	228	596	73	106	450	131	11	2	30	48	594	249
They offered me a more senior position	95 11%	4 13%	19 8%	72 12%	3 -4% d	15 14%	53 12%	16 12%	0 0%	0 0%	2 7%	5 10%	60 10%	34 14%
Better salary/benefits package	100 12%	6 19%	27 12%	67 11%	6 8%	11 10%	52 12%	16 12%	2 18%	0 0%	5 17%	6 13%	73 12%	26 10%
Better long-term progression prospects	71 8%	5 16%	24 11%	41 -7% c	10 14%	4 4%	37 8%	13 10%	1 9%	0 0%	4 13%	2 4%	56 9%	13 -5% m
Fresh challenge	233 27%	7 23%	64 28%	162 27%	23 32%	27 25%	128 28%	32 24%	4 36%	1 50%	8 27%	10 21%	162 27%	68 27%
The company had a good reputation	69 8%	2 6%	15 7%	52 9%	6 8%	3 -3% e	36 8%	10 8%	2 18%	0 0%	3 10%	9 +19% k	45 8%	23 9%
Was unemployed	106 12%	1 3%	29 13%	75 13%	10 14%	13 12%	56 12%	15 11%	0 0%	1 50%	3 10%	7 15%	78 13%	26 10%
Better personal development opportunities	31 4%	4 +13% a	12 5%	15 -3% c	2 3%	5 5%	16 4%	4 3%	0 0%	0 0%	0 0%	3 6%	20 3%	11 4%
Job was in a more convenient location	65 8%	1 3%	18 8%	45 8%	3 4%	11 10%	35 8%	10 8%	1 9%	0 0%	3 10%	2 4%	40 7%	24 10%
Merger/acquisition of employer or TUPE'd across from previous employer	50 6%	1 3%	9 4%	40 7%	8 11%	9 8%	22 5%	6 5%	1 9%	0 0%	2 7%	1 2%	31 5%	16 6%
Other	36 4%	0 0%	11 5%	25 4%	1 1%	8 8%	14 3%	9 7%	0 0%	0 0%	0 0%	3 6%	27 5%	8 3%
No / None / Nothing	2 *%	0 0%	0 0%	2 *%	1 +1% d	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 41 (continuation)

What was the main reason for joining your current employer?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	858	96	563	199	778	60	712	7	49	16	419	152	103	52
They offered me a more senior position	95 11%	12 13%	68 12%	15 8%	88 11%	6 10%	77 11%	0 0%	7 14%	3 19%	48 11%	17 11%	9 9%	8 15%
Better salary/benefits package	100 12%	12 13%	61 11%	27 14%	88 11%	11 18%	86 12%	0 0%	3 6%	3 19%	48 11%	19 13%	13 13%	6 12%
Better long-term progression prospects	71 8%	13 +14% a	50 9%	8 -4% c	64 8%	6 10%	59 8%	1 14%	2 4%	1 6%	30 7%	13 9%	15 +15% l	8 15%
Fresh challenge	233 27%	17 -18% a	159 28%	57 29%	211 27%	12 20%	200 28%	4 57%	12 24%	4 25%	122 29%	43 28%	21 20%	8 -15% m
The company had a good reputation	69 8%	8 8%	47 8%	14 7%	61 8%	6 10%	52 7%	1 14%	4 8%	1 6%	30 7%	12 8%	7 7%	8 +15% m
Was unemployed	106 12%	14 15%	71 13%	21 11%	96 12%	7 12%	87 12%	0 0%	7 14%	3 19%	53 13%	16 11%	13 13%	7 13%
Better personal development opportunities	31 4%	8 +8% a	17 3%	6 3%	27 3%	4 7%	25 4%	0 0%	4 8%	0 0%	18 4%	4 3%	2 2%	0 0%
Job was in a more convenient location	65 8%	6 6%	40 7%	19 10%	64 +8% d	1 2%	53 7%	0 0%	4 8%	0 0%	25 6%	17 11%	9 9%	2 4%
Merger/acquisition of employer or TUPE'd across from previous employer	50 6%	4 4%	26 -5% b	20 +10% c	45 6%	4 7%	44 6%	0 0%	1 2%	0 0%	25 6%	7 5%	9 9%	3 6%
Other	36 4%	2 2%	23 4%	11 6%	32 4%	3 5%	28 4%	1 14%	4 8%	1 6%	19 5%	4 3%	5 5%	2 4%
No / None / Nothing	2 *0%	0 0%	1 *0%	1 1%	2 *0%	0 0%	1 *0%	0 0%	1 +2% h	0 0%	1 *0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 41 (continuation)

What was the main reason for joining your current employer?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	858	795	11	555	469	334	368	232	367
They offered me a more senior position	95 11%	83 -10% a	2 18%	61 11%	50 11%	35 10%	43 12%	31 13%	41 11%
Better salary/benefits package	100 12%	94 12%	1 9%	68 12%	56 12%	29 -9% e	41 11%	21 9%	35 10%
Better long-term progression prospects	71 8%	70 +9% a	0 0%	41 7%	52 +11% d	35 10%	33 9%	23 10%	37 10%
Fresh challenge	233 27%	222 28%	4 36%	154 28%	121 26%	97 29%	96 26%	64 28%	110 30%
The company had a good reputation	69 8%	64 8%	1 9%	48 9%	45 10%	29 9%	33 9%	20 9%	38 +10% h
Was unemployed	106 12%	97 12%	1 9%	69 12%	57 12%	44 13%	46 13%	26 11%	48 13%
Better personal development opportunities	31 4%	26 3%	0 0%	19 3%	15 3%	9 3%	9 2%	11 5%	7 -2% h
Job was in a more convenient location	65 8%	58 7%	1 9%	38 7%	32 7%	21 6%	26 7%	9 -4% g	16 -4% h
Merger/acquisition of employer or TUPE'd across from previous employer	50 6%	47 6%	1 9%	36 6%	22 5%	18 5%	22 6%	18 8%	17 5%
Other	36 4%	33 4%	0 0%	21 4%	19 4%	16 5%	18 5%	8 3%	17 5%
No / None / Nothing	2 *0%	1 -*0% a	0 0%	0 0%	0 0%	1 *0%	1 *0%	1 *0%	1 *0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 41 (continuation)

What was the main reason for joining your current employer?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	858	205	280	104	89	93	33	132	82	3	428	619	782	45
They offered me a more senior position	95 11%	28 14%	33 12%	10 10%	8 9%	8 9%	7 21%	14 11%	9 11%	1 33%	50 12%	72 12%	91 12%	2 4%
Better salary/benefits package	100 12%	18 9%	36 13%	11 11%	7 8%	9 10%	4 12%	17 13%	13 16%	0 0%	49 11%	63 -10% k	89 11%	6 13%
Better long-term progression prospects	71 8%	22 11%	31 +11% b	3 -3% c	5 6%	14 +15% e	3 9%	7 5%	7 9%	1 33%	40 9%	57 9%	66 8%	4 9%
Fresh challenge	233 27%	48 23%	71 25%	22 21%	26 29%	26 28%	5 15%	41 31%	23 28%	1 33%	113 26%	173 28%	215 27%	12 27%
The company had a good reputation	69 8%	22 11%	23 8%	10 10%	7 8%	10 11%	2 6%	9 7%	7 9%	0 0%	37 9%	44 7%	60 8%	7 16%
Was unemployed	106 12%	24 12%	29 10%	21 +20% c	17 +19% d	9 10%	7 21%	9 -7% g	11 13%	0 0%	43 -10% j	73 12%	95 12%	8 18%
Better personal development opportunities	31 4%	7 3%	10 4%	2 2%	2 2%	2 2%	0 0%	7 5%	0 0%	0 0%	15 4%	22 4%	26 3%	1 2%
Job was in a more convenient location	65 8%	20 10%	23 8%	12 12%	8 9%	9 10%	1 3%	9 7%	7 9%	0 0%	38 9%	51 8%	63 8%	0 -0% m
Merger/acquisition of employer or TUPE'd across from previous employer	50 6%	6 -3% a	12 4%	6 6%	4 4%	4 4%	1 3%	9 7%	3 4%	0 0%	24 6%	35 6%	43 5%	4 9%
Other	36 4%	10 5%	12 4%	6 6%	5 6%	2 2%	3 9%	9 7%	2 2%	0 0%	18 4%	27 4%	32 4%	1 2%
No / None / Nothing	2 *%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	1 *%	2 *%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPi c	Not within PFI/PPi d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	840	188	606	346	478	570	224	47	119	213	431	49	295	220	270
Unhappy with pay and benefits	44 5%	9 5%	33 5%	22 6%	21 4%	27 5%	15 7%	4 9%	8 7%	9 4%	22 5%	5 10%	16 5%	12 5%	11 4%
Lack of career opportunity	146 17%	43 +23% a	97 16%	64 18%	76 16%	109 19%	31 14%	4 9%	16 13%	48 +23% i	75 17%	4 8%	45 15%	44 20%	53 20%
No communication or involvement in company	11 1%	5 3%	5 -1% b	2 1%	9 2%	6 1%	4 2%	2 4%	4 +3% h	3 1%	1 -*% j	1 2%	5 2%	2 1%	3 1%
Head-hunted	105 13%	24 13%	79 13%	42 12%	62 13%	82 +14% e	21 9%	11 +23% g	13 11%	19 9%	59 14%	3 6%	16 -5% l	23 10%	63 +23% n
Found a more suitable role	86 10%	13 7%	68 11%	41 12%	44 9%	56 10%	25 11%	3 6%	7 6%	26 12%	45 10%	4 8%	33 11%	23 10%	24 9%
Redundancy	110 13%	23 12%	79 13%	51 15%	55 12%	74 13%	28 13%	5 11%	20 17%	34 16%	48 11%	6 12%	47 16%	31 14%	26 -10% n
Poor performance/performance managed out	1 *% k	0 0%	0 0%	1 *% k	0 0%	0 0%	0 0%	0 0%	1 +1% h	0 0%	0 0%	1 +2% k	0 0%	0 0%	0 0%
Liquidation of organisation	6 1%	1 1%	5 1%	3 1%	3 1%	5 1%	1 *% n	1 2%	0 0%	2 1%	2 *% n	1 2%	3 1%	1 *% n	1 *% n
Retirement	16 2%	2 1%	10 2%	6 2%	10 2%	6 -1% e	6 3%	4 +9% g	2 2%	4 2%	6 1%	2 4%	5 2%	4 2%	5 2%
Perception of job security	11 1%	1 1%	9 1%	7 2%	4 1%	6 1%	4 2%	0 0%	1 1%	4 2%	6 1%	2 4%	6 2%	1 *% n	2 1%
Lack of diversity and inclusion	3 *% n	0 0%	3 *% n	1 *% n	2 *% n	0 -0% e	3 +1% f	1 +2% g	0 0%	0 0%	2 *% n	0 0%	2 1%	0 0%	1 *% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPF	Not within PFI/PPF	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	840	188	606	346	478	570	224	47	119	213	431	49	295	220	270
Level of workload	15 2%	3 2%	12 2%	3 1%	12 3%	9 2%	6 3%	0 0%	2 2%	3 1%	10 2%	1 2%	6 2%	5 2%	3 1%
Level of working hours	18 2%	3 2%	15 2%	6 2%	12 3%	10 2%	8 4%	2 4%	0 0%	2 1%	12 3%	4 +8% k	7 2%	2 1%	5 2%
Lack of management support	58 7%	11 6%	44 7%	17 5%	41 +9% d	39 7%	16 7%	1 2%	14 +12% h	8 -4% i	32 7%	3 6%	15 5%	19 9%	19 7%
Merger or acquisition of employer or TUPE'd across to new employer	58 7%	22 +12% a	34 -6% b	13 -4% c	43 +9% d	46 8%	10 4%	1 2%	9 8%	14 7%	32 7%	3 6%	22 7%	17 8%	15 6%
Stress of the job	17 2%	0 -0% a	16 +3% b	9 3%	8 2%	11 2%	5 2%	2 4%	3 3%	6 3%	6 1%	1 2%	6 2%	6 3%	4 1%
Moving away/location	55 7%	12 6%	38 6%	23 7%	32 7%	35 6%	15 7%	1 2%	8 7%	13 6%	31 7%	2 4%	24 8%	12 5%	16 6%
Ill health	4 *%	0 0%	4 1%	2 1%	2 *%	2 *%	2 1%	0 0%	1 1%	2 1%	1 *%	1 2%	2 1%	0 0%	1 *%
Left to look after family	15 2%	3 2%	11 2%	7 2%	7 1%	12 2%	2 1%	1 2%	1 1%	5 2%	7 2%	3 +6% k	9 +3% l	1 *%	2 1%
Lack of colleague support	6 1%	2 1%	4 1%	2 1%	4 1%	5 1%	1 *%	1 2%	2 2%	0 0%	2 *%	0 0%	4 1%	0 0%	2 1%
Other	53 6%	11 6%	38 6%	24 7%	29 6%	30 5%	19 8%	3 6%	7 6%	10 5%	31 7%	2 4%	21 7%	17 8%	13 5%
No / None / Nothing	2 *%	0 0%	2 *%	0 0%	2 *%	0 -0% e	2 +1% f	0 0%	0 0%	1 *%	1 *%	0 0%	1 *%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	840	31	227	578	72	106	440	128	11	2	30	45	580	245
Unhappy with pay and benefits	44 5%	3 10%	12 5%	28 5%	5 7%	4 4%	21 5%	9 7%	1 9%	0 0%	1 3%	2 4%	32 6%	11 4%
Lack of career opportunity	146 17%	7 23%	47 21%	92 16%	7 10%	19 18%	79 18%	24 19%	2 18%	0 0%	6 20%	7 16%	110 19%	33 13%
No communication or involvement in company	11 1%	2 +6% a	3 1%	6 1%	1 1%	0 0%	5 1%	1 1%	1 9%	0 0%	2 +7% j	1 2%	8 1%	3 1%
Head-hunted	105 13%	1 3%	19 -8% b	85 +15% c	5 7%	11 10%	55 13%	19 15%	2 18%	0 0%	8 +27% j	4 9%	76 13%	29 12%
Found a more suitable role	86 10%	5 16%	28 12%	52 9%	7 10%	11 10%	46 10%	12 9%	1 9%	0 0%	2 7%	7 16%	61 11%	24 10%
Redundancy	110 13%	3 10%	27 12%	80 14%	15 +21% d	16 15%	63 14%	8 -6% g	1 9%	1 50%	0 -0% j	5 11%	71 12%	37 15%
Poor performance/performance managed out	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +2% k	1 *%	0 0%
Liquidation of organisation	6 1%	0 0%	0 0%	6 1%	1 1%	1 1%	2 *%	2 2%	0 0%	0 0%	0 0%	0 0%	4 1%	1 *%
Retirement	16 2%	0 0%	5 2%	11 2%	1 1%	1 1%	10 2%	4 3%	0 0%	0 0%	0 0%	0 0%	16 +3% l	0 -0% m
Perception of job security	11 1%	0 0%	3 1%	8 1%	2 3%	0 0%	7 2%	2 2%	0 0%	0 0%	0 0%	0 0%	7 1%	4 2%
Lack of diversity and inclusion	3 *%	0 0%	1 *%	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	0 0%	0 0%	1 +2% k	1 *%	2 1%
Level of workload	15 2%	0 0%	5 2%	10 2%	0 0%	1 1%	8 2%	2 2%	1 9%	0 0%	2 +7% j	1 2%	11 2%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	840	31	227	578	72	106	440	128	11	2	30	45	580	245
Level of working hours	18 2%	2 6%	7 3%	9 2%	2 3%	4 4%	7 2%	2 2%	0 0%	0 0%	1 3%	2 4%	11 2%	7 3%
Lack of management support	58 7%	1 3%	12 5%	44 8%	2 3%	7 7%	36 8%	8 6%	1 9%	1 50%	0 0%	3 7%	39 7%	19 8%
Merger or acquisition of employer or TUPE'd across to new employer	58 7%	0 0%	13 6%	44 8%	5 7%	11 10%	26 6%	8 6%	1 9%	0 0%	4 13%	2 4%	42 7%	14 6%
Stress of the job	17 2%	1 3%	6 3%	10 2%	1 1%	3 3%	11 3%	2 2%	0 0%	0 0%	0 0%	0 0%	10 2%	6 2%
Moving away/location	55 7%	3 10%	17 7%	35 6%	8 11%	8 8%	23 5%	11 9%	0 0%	0 0%	1 3%	4 9%	29 -5% l	24 +10% m
Ill health	4 *%	1 +3% a	1 *%	2 *%	1 1%	1 1%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%	0 0%
Left to look after family	15 2%	2 +6% a	3 1%	10 2%	3 4%	1 1%	8 2%	2 2%	0 0%	0 0%	0 0%	1 2%	4 -1% l	11 +4% m
Lack of colleague support	6 1%	0 0%	1 *%	5 1%	1 1%	2 2%	2 *%	1 1%	0 0%	0 0%	0 0%	0 0%	4 1%	2 1%
Other	53 6%	0 0%	14 6%	39 7%	5 7%	5 5%	27 6%	10 8%	0 0%	0 0%	3 10%	3 7%	37 6%	15 6%
No / None / Nothing	2 *%	0 0%	2 +1% b	0 -0% c	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	1 +2% k	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	840	93	549	198	761	59	699	6	45	16	411	150	101	52
Unhappy with pay and benefits	44 5%	4 4%	33 6%	7 4%	39 5%	3 5%	41 6%	1 17%	0 0%	0 0%	22 5%	9 6%	6 6%	1 2%
Lack of career opportunity	146 17%	23 +25% a	99 18%	24 -12% c	128 17%	17 +29% e	121 17%	3 50%	5 11%	4 25%	71 17%	26 17%	17 17%	10 19%
No communication or involvement in company	11 1%	2 2%	5 1%	4 2%	9 1%	2 3%	9 1%	0 0%	1 2%	0 0%	5 1%	3 2%	1 1%	1 2%
Head-hunted	105 13%	6 6%	68 12%	31 16%	101 +13% d	3 5%	83 12%	0 0%	8 18%	1 6%	57 14%	12 8%	8 8%	12 +23% m
Found a more suitable role	86 10%	12 13%	56 10%	18 9%	75 10%	7 12%	71 10%	0 0%	6 13%	0 0%	39 9%	18 12%	10 10%	6 12%
Redundancy	110 13%	8 9%	77 14%	25 13%	102 13%	5 8%	94 13%	0 0%	5 11%	3 19%	58 14%	22 15%	13 13%	7 13%
Poor performance/performance managed out	1 *%	0 0%	0 0%	1 1%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
Liquidation of organisation	6 1%	0 0%	5 1%	1 1%	4 -1% d	1 2%	3 f	0 0%	1 2%	0 0%	2 *%	1 1%	0 0%	1 2%
Retirement	16 2%	0 0%	4 -1% b	12 +6% c	16 2%	0 0%	13 2%	0 0%	1 2%	2 13%	8 2%	4 3%	1 1%	0 0%
Perception of job security	11 1%	0 0%	8 1%	3 2%	10 1%	0 0%	9 1%	1 17%	0 0%	0 0%	4 1%	2 1%	3 3%	0 0%
Lack of diversity and inclusion	3 *%	0 0%	1 *%	2 1%	3 *%	0 0%	3 *%	0 0%	0 0%	0 0%	1 *%	0 0%	2 +2% l	0 0%
Level of workload	15 2%	1 1%	12 2%	2 1%	14 2%	0 0%	14 2%	0 0%	1 2%	0 0%	8 2%	3 2%	3 3%	0 0%
Level of working hours	18 2%	4 4%	11 2%	3 2%	17 2%	1 2%	11 -2% f	0 0%	5 +11% h	1 6%	7 2%	3 2%	1 1%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	840	93	549	198	761	59	699	6	45	16	411	150	101	52
Lack of management support	58 7%	5 5%	43 8%	10 5%	52 7%	3 5%	49 7%	0 0%	2 4%	3 19%	27 7%	9 6%	7 7%	4 8%
Merger or acquisition of employer or TUPE'd across to new employer	58 7%	7 8%	27 -5% b	24 +12% c	52 7%	5 8%	50 7%	0 0%	1 2%	0 0%	28 7%	10 7%	9 9%	3 6%
Stress of the job	17 2%	5 +5% a	10 2%	2 1%	17 2%	0 0%	15 2%	0 0%	0 0%	1 6%	12 3%	2 1%	1 1%	1 2%
Moving away/location	55 7%	8 9%	36 7%	11 6%	52 7%	3 5%	45 6%	0 0%	4 9%	0 0%	24 6%	14 9%	3 3%	2 4%
Ill health	4 *%	2 +2% a	2 *%	0 0%	4 1%	0 0%	3 *%	0 0%	1 2%	0 0%	3 1%	0 0%	0 0%	0 0%
Left to look after family	15 2%	0 0%	9 2%	6 3%	13 2%	2 3%	13 2%	0 0%	1 2%	0 0%	8 2%	0 0%	4 4%	0 0%
Lack of colleague support	6 1%	2 2%	4 1%	0 0%	4 -1% d	1 2%	5 1%	0 0%	0 0%	0 0%	4 1%	0 0%	1 1%	0 0%
Other	53 6%	3 3%	39 7%	11 6%	46 6%	6 10%	44 6%	1 17%	3 7%	1 6%	22 5%	10 7%	11 +11% l	3 6%
No / None / Nothing	2 *%	1 1%	0 0%	1 1%	2 *%	0 0%	2 *%	0 0%	0 0%	0 0%	0 0%	2 +1% k	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	840	778	11	545	460	329	356	227	361
Unhappy with pay and benefits	44 5%	41 5%	0 0%	30 6%	26 6%	14 4%	17 5%	7 3%	15 4%
Lack of career opportunity	146 17%	136 17%	1 9%	94 17%	84 18%	55 17%	62 17%	44 19%	63 17%
No communication or involvement in company	11 1%	10 1%	0 0%	6 1%	5 1%	7 2%	4 1%	3 1%	4 1%
Head-hunted	105 13%	96 12%	4 36%	60 11%	55 12%	42 13%	47 13%	38 +17% g	56 +16% h
Found a more suitable role	86 10%	78 10%	1 9%	60 11%	50 11%	36 11%	30 8%	21 9%	36 10%
Redundancy	110 13%	105 13%	1 9%	80 15%	57 12%	45 14%	47 13%	28 12%	44 12%
Poor performance/performance managed out	1 *%	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%
Liquidation of organisation	6 1%	6 1%	0 0%	5 1%	1 *%	1 *%	3 1%	2 1%	3 1%
Retirement	16 2%	13 2%	2 18%	8 1%	7 2%	7 2%	6 2%	3 1%	6 2%
Perception of job security	11 1%	11 1%	0 0%	10 2%	7 2%	5 2%	7 2%	4 2%	4 1%
Lack of diversity and inclusion	3 *%	3 *%	0 0%	1 *%	2 *%	2 1%	0 0%	0 0%	2 1%
Level of workload	15 2%	15 2%	0 0%	15 +3% c	13 +3% d	6 2%	6 2%	5 2%	4 1%
Level of working hours	18 2%	18 2%	0 0%	10 2%	11 2%	7 2%	9 3%	6 3%	8 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	840	778	11	545	460	329	356	227	361
Lack of management support	58 7%	52 7%	0 0%	35 6%	29 6%	25 8%	21 6%	14 6%	22 6%
Merger or acquisition of employer or TUPE'd across to new employer	58 7%	54 7%	1 9%	39 7%	31 7%	18 5%	30 8%	20 9%	22 6%
Stress of the job	17 2%	17 2%	0 0%	11 2%	15 +3% d	10 3%	6 2%	3 1%	3 -1% h
Moving away/location	55 7%	51 7%	0 0%	36 7%	26 6%	17 5%	23 6%	8 -4% g	29 8%
Ill health	4 *%	4 1%	0 0%	2 *%	1 *%	2 1%	1 *%	0 0%	1 *%
Left to look after family	15 2%	12 2%	1 9%	8 1%	2 -*% d	2 -1% e	4 1%	2 1%	6 2%
Lack of colleague support	6 1%	5 1%	0 0%	2 *%	4 1%	2 1%	3 1%	0 0%	2 1%
Other	53 6%	48 6%	0 0%	31 6%	33 7%	25 8%	28 8%	18 8%	30 +8% h
No / None / Nothing	2 *%	2 *%	0 0%	1 *%	1 *%	1 *%	2 1%	1 *%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	840	198	276	103	86	92	33	128	81	3	421	605	766	44
Unhappy with pay and benefits	44 5%	7 4%	11 4%	6 6%	5 6%	7 8%	0 0%	7 5%	5 6%	1 33%	19 5%	32 5%	40 5%	3 7%
Lack of career opportunity	146 17%	41 21%	58 21%	9 -9% c	9 10%	12 13%	11 +33% f	22 17%	13 16%	1 33%	74 18%	104 17%	136 18%	6 14%
No communication or involvement in company	11 1%	4 2%	5 2%	2 2%	2 2%	1 1%	0 0%	0 0%	0 0%	0 0%	7 2%	8 1%	11 1%	0 0%
Head-hunted	105 13%	20 10%	25 -9% b	9 9%	13 15%	16 17%	2 6%	13 10%	14 17%	0 0%	51 12%	74 12%	92 12%	7 16%
Found a more suitable role	86 10%	23 12%	32 12%	5 5%	7 8%	13 14%	4 12%	13 10%	8 10%	0 0%	44 10%	66 11%	79 10%	3 7%
Redundancy	110 13%	25 13%	39 14%	22 +21% c	17 20%	9 10%	2 6%	13 10%	9 11%	0 0%	53 13%	76 13%	100 13%	7 16%
Poor performance/performance managed out	1 *%	0 0%	0 0%	1 +1% c	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%
Liquidation of organisation	6 1%	1 1%	2 1%	1 1%	0 0%	1 1%	0 0%	0 0%	1 1%	0 0%	3 1%	3 *%	6 1%	0 0%
Retirement	16 2%	3 2%	8 3%	5 +5% c	3 3%	2 2%	2 6%	4 3%	0 0%	0 0%	11 3%	11 2%	15 2%	1 2%
Perception of job security	11 1%	2 1%	2 1%	1 1%	1 1%	1 1%	0 0%	2 2%	1 1%	0 0%	5 1%	8 1%	9 1%	2 5%
Lack of diversity and inclusion	3 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	3 *%	3 *%	0 0%
Level of workload	15 2%	3 2%	3 1%	4 4%	3 3%	2 2%	1 3%	5 +4% g	2 2%	0 0%	7 2%	13 2%	15 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 42 (continuation)

What was the main reason for leaving your previous employer?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	840	198	276	103	86	92	33	128	81	3	421	605	766	44
Level of working hours	18 2%	5 3%	4 1%	3 3%	2 2%	2 2%	0 0%	0 0%	2 2%	0 0%	8 2%	12 2%	18 2%	0 0%
Lack of management support	58 7%	12 6%	22 8%	9 9%	6 7%	3 3%	2 6%	8 6%	5 6%	0 0%	29 7%	44 7%	56 7%	1 2%
Merger or acquisition of employer or TUPE'd across to new employer	58 7%	10 5%	14 5%	8 8%	6 7%	1 -1% e	2 6%	12 9%	5 6%	1 33%	27 6%	45 7%	51 7%	2 5%
Stress of the job	17 2%	1 1%	5 2%	2 2%	1 1%	1 1%	1 3%	5 4%	2 2%	0 0%	9 2%	11 2%	15 2%	2 5%
Moving away/location	55 7%	19 +10% a	19 7%	7 7%	3 3%	10 11%	2 6%	6 5%	5 6%	0 0%	30 7%	37 6%	48 6%	5 11%
Ill health	4 *%	1 1%	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	4 1%	4 1%	0 0%
Left to look after family	15 2%	2 1%	3 1%	2 2%	2 2%	2 2%	1 3%	2 2%	2 2%	0 0%	7 2%	6 -1% k	11 -1% l	2 5%
Lack of colleague support	6 1%	1 1%	1 *%	0 0%	0 0%	1 1%	0 0%	1 1%	1 1%	0 0%	3 1%	3 *%	5 1%	0 0%
Other	53 6%	17 9%	21 8%	7 7%	5 6%	8 9%	2 6%	15 +12% g	6 7%	0 0%	32 8%	42 7%	49 6%	3 7%
No / None / Nothing	2 *%	1 1%	0 0%	0 0%	0 0%	0 0%	1 +3% f	0 0%	0 0%	0 0%	0 0%	2 *%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 43

Which, if any, of the following methods does your employer provide for upskilling?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	811	181	588	330	466	546	223	45	114	201	428	46	283	213	264
Apprenticeships	370 46%	103 +57%	254 -43%	147 45%	217 47%	237 43%	120 +54%	8 -18%	30 -26%	81 40%	244 +57%	18 39%	108 -38%	110 +52%	132 50%
CPD programme	337 42%	72 40%	248 42%	116 -35%	213 +46%	209 -38%	111 +50%	16 36%	44 39%	82 41%	185 43%	13 28%	92 -33%	106 +50%	124 +47%
Mentoring programme	370 46%	95 +52%	261 44%	147 45%	219 47%	249 46%	107 48%	14 -31%	37 -32%	83 41%	228 +53%	13 -28%	97 -34%	102 48%	156 +59%
Qualifications	473 58%	104 57%	347 59%	190 58%	276 59%	314 58%	137 61%	22 49%	64 56%	108 54%	270 +63%	14 -30%	164 58%	135 63%	159 60%
Short courses	559 69%	127 70%	404 69%	222 67%	328 70%	376 69%	155 70%	25 -56%	76 67%	138 69%	305 71%	30 65%	193 68%	158 74%	175 66%
Work experience	233 29%	67 +37%	160 27%	83 25%	147 +32%	158 29%	69 31%	9 20%	24 21%	53 26%	140 +33%	10 22%	56 -20%	67 31%	99 +38%
Other	13 2%	0 0%	12 2%	2 1%	11 +2%	7 1%	5 2%	2 4%	2 2%	1 *	6 1%	2 4%	7 2%	0 -0%	4 2%
No / None / Nothing	11 1%	2 1%	8 1%	4 1%	6 1%	10 2%	0 -0%	4 +9%	0 0%	3 1%	4 1%	1 2%	4 1%	2 1%	4 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 43 (continuation)

Which, if any, of the following methods does your employer provide for upskilling?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	811	31	214	563	74	101	425	120	11	2	30	42	561	234
Apprenticeships	370 46%	14 45%	99 46%	257 46%	33 45%	37 37%	193 45%	64 53%	3 27%	0 0%	23 +77% j	13 31%	254 45%	112 48%
CPD programme	337 42%	11 35%	82 38%	244 43%	30 41%	37 37%	182 43%	54 45%	5 45%	0 0%	13 43%	15 36%	245 44%	85 36%
Mentoring programme	370 46%	11 35%	82 -38% b	276 +49% c	28 38%	42 42%	194 46%	54 45%	5 45%	1 50%	27 +90% j	16 38%	247 44%	119 51%
Qualifications	473 58%	18 58%	133 62%	319 57%	43 58%	52 51%	256 60%	73 61%	7 64%	2 100%	22 73%	15 -36% k	335 60%	131 56%
Short courses	559 69%	20 65%	149 70%	388 69%	45 61%	76 75%	297 70%	76 63%	7 64%	2 100%	23 77%	29 69%	381 68%	170 73%
Work experience	233 29%	7 23%	47 -22% b	179 +32% c	13 -18% d	23 23%	123 29%	43 36%	4 36%	0 0%	15 +50% j	12 29%	171 30%	61 26%
Other	13 2%	0 0%	4 2%	8 1%	2 3%	2 2%	5 1%	1 1%	1 9%	0 0%	0 0%	2 5%	9 2%	4 2%
No / None / Nothing	11 1%	0 0%	2 1%	9 2%	0 0%	0 0%	8 2%	0 0%	0 0%	0 0%	0 0%	3 +7% k	7 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 43 (continuation)

Which, if any, of the following methods does your employer provide for upskilling?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	811	87	537	187	735	57	678	6	44	16	399	143	99	48
Apprenticeships	370 46%	31 -36% a	248 46%	91 49%	341 46%	22 39%	335 +49% f	1 17%	19 43%	7 44%	190 48%	76 +53% k	51 52%	5 -10% m
CPD programme	337 42%	33 38%	209 -39% b	95 +51% c	311 42%	18 32%	288 42%	4 67%	17 39%	5 31%	166 42%	62 43%	47 47%	17 35%
Mentoring programme	370 46%	33 38%	250 47%	87 47%	347 +47% d	17 -30% e	314 46%	3 50%	18 41%	8 50%	185 46%	63 44%	49 49%	22 46%
Qualifications	473 58%	64 +74% a	306 57%	103 55%	436 59%	29 51%	411 +61% f	1 17%	22 50%	8 50%	234 59%	95 +66% k	56 57%	20 -42% m
Short courses	559 69%	57 66%	382 71%	120 64%	512 70%	37 65%	470 69%	4 67%	33 75%	12 75%	279 70%	99 69%	63 64%	27 56%
Work experience	233 29%	21 24%	149 28%	63 34%	208 28%	20 35%	204 30%	2 33%	6 -14% h	3 19%	118 30%	44 31%	27 27%	14 29%
Other	13 2%	1 1%	7 1%	5 3%	12 2%	1 2%	11 2%	0 0%	1 2%	0 0%	6 2%	2 1%	3 3%	1 2%
No / None / Nothing	11 1%	0 0%	9 2%	2 1%	10 1%	0 0%	7 1%	0 0%	1 2%	2 13%	5 1%	1 1%	1 1%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 43 (continuation)

Which, if any, of the following methods does your employer provide for upskilling?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	811	800	11	559	473	337	370	233	370
Apprenticeships	370 46%	370 46%	0 0%	262 47%	255 +54%	181 +54%	370 +100%	151 +65%	236 +64%
		a		c	d	e	f	g	h
CPD programme	337 42%	337 42%	0 0%	240 43%	225 +48%	337 +100%	181 +49%	131 +56%	202 +55%
		a		c	d	e	f	g	h
Mentoring programme	370 46%	370 46%	0 0%	273 +49%	251 +53%	202 +60%	236 +64%	140 +60%	370 +100%
		a		c	d	e	f	g	h
Qualifications	473 58%	473 59%	0 0%	346 +62%	473 +100%	225 +67%	255 +69%	154 +66%	251 +68%
		a		c	d	e	f	g	h
Short courses	559 69%	559 70%	0 0%	559 +100%	346 +73%	240 71%	262 71%	180 +77%	273 +74%
		a		c	d	e	f	g	h
Work experience	233 29%	233 29%	0 0%	180 +32%	154 +33%	131 +39%	151 +41%	233 +100%	140 +38%
		a		c	d	e	f	g	h
Other	13 2%	13 2%	0 0%	7 1%	7 1%	8 2%	5 1%	5 2%	5 1%
		a		c	d	e	f	g	h
No / None / Nothing	11 1%	0 0%	11 100%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
		a		c	d	e	f	g	h

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 43 (continuation)

Which, if any, of the following methods does your employer provide for upskilling?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	811	192	271	94	84	89	31	128	79	3	410	582	741	43
Apprenticeships	370 46%	86 45%	122 45%	46 49%	43 51%	41 46%	19 61%	66 52%	36 46%	2 67%	190 46%	264 45%	337 45%	19 44%
CPD programme	337 42%	88 46%	120 44%	48 +51% c	38 45%	41 46%	17 55%	61 48%	37 47%	1 33%	186 +45% j	254 44%	321 +43% l	12 28%
Mentoring programme	370 46%	85 44%	121 45%	43 46%	43 51%	45 51%	19 61%	59 46%	43 54%	2 67%	189 46%	276 47%	343 46%	17 40%
Qualifications	473 58%	107 56%	181 +67% b	61 65%	49 58%	53 60%	24 +77% f	84 66%	53 67%	1 33%	261 +64% j	349 60%	436 59%	25 58%
Short courses	559 69%	128 67%	187 69%	69 73%	62 74%	56 63%	22 71%	87 68%	58 73%	3 100%	284 69%	408 70%	509 69%	32 74%
Work experience	233 29%	57 30%	77 28%	27 29%	31 37%	31 35%	15 +48% f	36 28%	28 35%	1 33%	120 29%	170 29%	214 29%	15 35%
Other	13 2%	4 2%	5 2%	0 0%	1 1%	3 3%	0 0%	4 3%	0 0%	0 0%	7 2%	8 1%	10 1%	3 +7% m
No / None / Nothing	11 1%	2 1%	4 1%	2 2%	2 2%	0 0%	0 0%	2 2%	2 3%	0 0%	7 2%	9 2%	11 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 44

Of the above, which would you prefer to participate in?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	804	174	585	332	456	540	219	45	119	201	414	46	284	217	252
Apprenticeships	61 8%	16 9%	41 7%	26 8%	35 8%	39 7%	18 8%	1 2%	5 4%	14 7%	41 +10% j	9 +20% k	20 7%	9 -4% m	22 9%
CPD programme	229 28%	51 29%	162 28%	89 27%	135 30%	143 26%	70 32%	15 33%	39 33%	54 27%	114 28%	13 28%	67 -24% l	64 29%	83 33%
Mentoring programme	230 29%	61 +35% a	159 27%	99 30%	129 28%	166 31%	54 25%	12 27%	35 29%	47 23%	127 31%	16 35%	59 -21% l	64 29%	88 +35% n
Qualifications	408 51%	91 52%	296 51%	168 51%	232 51%	274 51%	113 52%	16 -36% g	69 58%	95 47%	217 52%	27 59%	161 +57% l	114 53%	104 -41% n
Short courses	377 47%	79 45%	276 47%	165 50%	201 44%	246 46%	109 50%	24 53%	58 49%	87 43%	197 48%	19 41%	138 49%	109 50%	108 43%
Work experience	110 14%	33 +19% a	73 12%	46 14%	62 14%	81 15%	25 11%	10 22%	20 17%	21 10%	53 13%	8 17%	41 14%	24 11%	35 14%
Other	5 1%	1 1%	2 *%	2 1%	3 1%	1 -*% e	2 1%	0 0%	1 1%	0 0%	3 1%	0 0%	0 0%	2 1%	3 1%
No / None / Nothing	2 *%	0 0%	2 *%	2 1%	0 0%	1 *%	1 *%	0 0%	1 1%	0 0%	1 *%	0 0%	1 *%	0 0%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 44 (continuation)

Of the above, which would you prefer to participate in?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	804	30	218	553	74	93	424	120	10	2	27	47	556	233
Apprenticeships	61 8%	6 +20% a	18 8%	37 7%	5 7%	11 12%	26 6%	11 9%	0 0%	0 0%	3 11%	4 9%	45 8%	16 7%
CPD programme	229 28%	6 20%	63 29%	160 29%	15 20%	27 29%	121 29%	41 34%	1 10%	1 50%	7 26%	15 32%	165 30%	57 24%
Mentoring programme	230 29%	12 40%	51 -23% b	167 30%	14 19%	25 27%	112 26%	45 +38% g	4 40%	1 50%	11 41%	16 34%	144 -26% l	83 +36% m
Qualifications	408 51%	13 43%	142 +65% b	252 -46% c	44 59%	51 55%	217 51%	57 48%	3 30%	0 0%	13 48%	19 40%	272 49%	129 55%
Short courses	377 47%	15 50%	97 44%	264 48%	32 43%	40 43%	215 +51% f	48 40%	5 50%	2 100%	9 33%	23 49%	247 -44% l	123 +53% m
Work experience	110 14%	9 +30% a	32 15%	69 12%	15 20%	18 19%	55 13%	15 13%	0 0%	0 0%	1 4%	6 13%	68 12%	41 +18% m
Other	5 1%	0 0%	0 0%	4 1%	0 0%	1 1%	3 1%	0 0%	1 10%	0 0%	0 0%	0 0%	3 1%	2 1%
No / None / Nothing	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 4%	0 0%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 44 (continuation)

Of the above, which would you prefer to participate in?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	804	90	538	176	726	58	668	6	44	16	387	145	100	50
Apprenticeships	61 8%	9 10%	47 9%	5 -3% c	55 8%	6 10%	54 8%	0 0%	3 7%	2 13%	32 8%	12 8%	7 7%	2 4%
CPD programme	229 28%	19 21%	154 29%	56 32%	204 28%	17 29%	185 28%	2 33%	15 34%	5 31%	105 27%	43 30%	30 30%	16 32%
Mentoring programme	230 29%	22 24%	156 29%	52 30%	205 28%	19 33%	184 28%	0 0%	18 41%	7 44%	109 28%	41 28%	28 28%	19 38%
Qualifications	408 51%	68 +76% a	288 +54% b	52 -30% c	370 51%	28 48%	340 51%	2 33%	20 45%	10 63%	187 48%	80 55%	56 56%	23 46%
Short courses	377 47%	40 44%	247 46%	90 51%	344 47%	19 -33% e	314 47%	4 67%	19 43%	11 69%	182 47%	70 48%	46 46%	19 38%
Work experience	110 14%	20 +22% a	67 12%	23 13%	99 14%	9 16%	88 13%	0 0%	4 9%	4 25%	55 14%	14 10%	12 12%	10 20%
Other	5 1%	0 0%	2 *%	3 +2% c	4 1%	1 2%	5 1%	0 0%	0 0%	0 0%	3 1%	1 1%	1 1%	0 0%
No / None / Nothing	2 *%	0 0%	2 *%	0 0%	2 *%	0 0%	2 *%	0 0%	0 0%	0 0%	1 *%	1 1%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 44 (continuation)

Of the above, which would you prefer to participate in?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	804	760	10	536	450	321	344	220	349
Apprenticeships	61 8%	59 8%	0 0%	37 7%	30 7%	23 7%	45 +13% f	20 9%	34 +10% h
CPD programme	229 28%	211 28%	3 30%	144 27%	125 28%	142 +44% e	89 26%	72 33%	104 30%
Mentoring programme	230 29%	218 29%	2 20%	153 29%	139 31%	97 30%	117 +34% f	81 +37% g	142 +41% h
Qualifications	408 51%	382 50%	6 60%	272 51%	262 +58% d	148 -46% e	157 -46% f	96 -44% g	157 -45% h
Short courses	377 47%	352 46%	5 50%	281 +52% c	212 47%	153 48%	154 45%	104 47%	172 49%
Work experience	110 14%	103 14%	1 10%	79 15%	61 14%	47 15%	44 13%	59 +27% g	48 14%
Other	5 1%	5 1%	0 0%	4 1%	2 *%	2 1%	2 1%	1 *%	3 1%
No / None / Nothing	2 *%	2 *%	0 0%	1 *%	1 *%	2 1%	2 1%	1 *%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 44 (continuation)

Of the above, which would you prefer to participate in?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	*f	g	h	*i	j	k	l	m	
Sample Bases	804	191	262	93	83	87	27	128	75	3	398	581	731	42
Apprenticeships	61 8%	15 8%	19 7%	2 -2% c	4 5%	5 6%	5 19%	8 6%	6 8%	1 33%	29 7%	39 7%	56 8%	2 5%
CPD programme	229 28%	68 +36% a	76 29%	31 33%	29 35%	27 31%	9 33%	44 34%	26 35%	2 67%	121 30%	180 +31% k	221 +30% l	5 -12% m
Mentoring programme	230 29%	59 31%	75 29%	28 30%	23 28%	28 32%	10 37%	40 31%	21 28%	2 67%	116 29%	165 28%	209 29%	12 29%
Qualifications	408 51%	94 49%	165 +63% b	38 -41% c	34 41%	38 44%	12 44%	77 +60% g	46 61%	2 67%	222 +56% j	306 53%	374 51%	21 50%
Short courses	377 47%	92 48%	121 46%	50 54%	43 52%	36 41%	9 33%	63 49%	36 48%	2 67%	186 47%	283 49%	345 47%	17 40%
Work experience	110 14%	27 14%	37 14%	7 8%	9 11%	9 10%	4 15%	18 14%	4 -5% h	2 67%	53 13%	79 14%	98 13%	6 14%
Other	5 1%	2 1%	2 1%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	4 1%	2 *%	4 1%	1 2%
No / None / Nothing	2 *%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	2 *%	2 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 45

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	843	187	609	347	481	567	229	49	122	215	427	51	296	221	269
Local newspapers	128 15%	24 13%	96 16%	57 16%	69 14%	75 -13% e	45 +20% f	3 6%	17 14%	39 18%	67 16%	14 +27% k	55 +19% l	38 17%	20 -7% n
National newspapers	87 10%	19 10%	61 10%	36 10%	49 10%	49 -9% e	31 14%	3 6%	7 6%	26 12%	51 12%	3 6%	28 9%	24 11%	31 12%
Facilitate/IWFM jobs (job site)	470 56%	95 51%	349 57%	191 55%	270 56%	307 54%	137 60%	23 47%	58 -48% h	122 57%	255 +60% j	15 -29% k	139 -47% l	145 +66% m	168 +62% n
Online job sites	551 65%	120 64%	398 65%	231 67%	311 65%	365 64%	153 67%	30 61%	71 58%	152 71%	279 65%	40 +78% k	209 +71% l	151 68%	146 -54% n
PFM	28 3%	10 5%	16 3%	9 3%	18 4%	20 4%	6 3%	1 2%	5 4%	8 4%	12 3%	0 0%	2 -1% l	10 5%	16 +6% n
i-FM.net	41 5%	14 7%	24 -4% b	12 3%	27 6%	30 5%	8 3%	2 4%	4 3%	9 4%	23 5%	1 2%	7 -2% l	9 4%	24 +9% n
FMJ	111 13%	21 11%	80 13%	47 14%	62 13%	69 12%	32 14%	5 10%	11 9%	34 16%	60 14%	3 6%	28 -9% l	35 16%	45 +17% n
Other built environment publications	25 3%	5 3%	19 3%	6 2%	17 4%	11 -2% e	13 +6% f	2 4%	1 1%	6 3%	14 3%	2 4%	3 -1% l	5 2%	15 +6% n
Recruitment consultancy/agency	430 51%	98 52%	311 51%	164 47%	261 +54% d	313 +55% e	96 -42% f	24 49%	56 46%	120 56%	217 51%	23 45%	122 -41% l	116 52%	168 +62% n
Head-hunted	271 32%	70 37%	187 31%	97 -28% c	173 +36% d	201 +35% e	56 -24% f	19 39%	37 30%	63 29%	145 34%	8 -16% k	52 -18% l	75 34%	136 +51% n
Networking/word of mouth	209 25%	52 28%	140 23%	84 24%	123 26%	138 24%	54 24%	16 33%	26 21%	58 27%	102 24%	8 16%	58 -20% l	59 27%	82 +30% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPI c	Not within PFI/PPI d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	843	187	609	347	481	567	229	49	122	215	427	51	296	221	269
Social media (Twitter, LinkedIn, Facebook etc)	330 39%	77 41%	231 38%	137 39%	189 39%	228 40%	80 35%	20 41%	42 34%	89 41%	169 40%	23 45%	103 35%	89 40%	113 42%
Direct approach (to/from employer)	159 19%	41 22%	109 18%	64 18%	93 19%	110 19%	40 17%	10 20%	19 16%	42 20%	82 19%	8 16%	47 16%	37 17%	66 +25% n
Internal promotion/vacancy	146 17%	38 20%	98 16%	50 14%	92 19%	84 -15% e	52 +23% f	6 12%	14 11%	31 14%	93 +22% j	9 18%	61 21%	31 14%	43 16%
Other	7 1%	2 1%	5 1%	2 1%	5 1%	3 1%	4 2%	0 0%	0 0%	1 *	6 1%	1 2%	3 1%	2 1%	1 *%
No / None / Nothing	4 *%	0 0%	4 1%	2 1%	1 *%	2 *%	2 1%	0 0%	1 1%	1 *	2 *%	0 0%	2 1%	1 *%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	843	32	227	581	74	107	441	127	10	2	30	46	583	244
Local newspapers	128 15%	4 13%	44 +19% b	79 14%	19 +26% d	22 21%	64 15%	12 9%	3 30%	0 0%	2 7%	5 11%	80 14%	46 19%
National newspapers	87 10%	0 0%	18 8%	69 +12% c	8 11%	8 7%	54 12%	10 8%	2 20%	0 0%	4 13%	0 -0% k	69 +12% l	17 -7% m
Facilitate/IWFM jobs (job site)	470 56%	7 -22% a	95 -42% b	368 +63% c	28 -38% d	47 -44% e	276 +63% f	86 +68% g	7 70%	1 50%	11 -37% j	14 -30% k	341 +58% l	119 -49% m
Online job sites	551 65%	28 +88% a	160 70%	360 -62% c	55 74%	73 68%	278 63%	87 69%	6 60%	1 50%	15 50%	34 74%	367 -63% l	172 +70% m
PFM	28 3%	0 0%	4 2%	24 4%	0 0%	1 1%	19 4%	3 2%	2 20%	0 0%	0 0%	3 7%	24 4%	3 -1% m
i-FM.net	41 5%	0 0%	2 -1% b	39 +7% c	1 1%	2 2%	29 +7% f	4 3%	3 30%	0 0%	2 7%	0 0%	31 5%	9 4%
FMJ	111 13%	0 -0% a	26 11%	85 15%	2 -3% d	12 11%	69 +16% f	23 18%	2 20%	0 0%	1 3%	2 4%	82 14%	27 11%
Other built environment publications	25 3%	1 3%	5 2%	19 3%	1 1%	2 2%	14 3%	6 5%	2 20%	0 0%	0 0%	0 0%	20 3%	5 2%
Recruitment consultancy/agency	430 51%	12 38%	103 -45% b	314 +54% c	34 46%	56 52%	230 52%	70 55%	5 50%	1 50%	11 37%	21 46%	305 52%	118 48%
Head-hunted	271 32%	3 -9% a	55 -24% b	213 +37% c	13 -18% d	23 -21% e	144 33%	50 39%	5 50%	1 50%	20 +67% j	14 30%	204 +35% l	62 -25% m
Networking/word of mouth	209 25%	7 22%	57 25%	145 25%	17 23%	21 20%	109 25%	32 25%	3 30%	1 50%	12 +40% j	13 28%	155 27%	52 21%
Social media (Twitter, LinkedIn, Facebook etc)	330 39%	9 28%	101 44%	220 38%	35 47%	36 34%	162 37%	60 +47% g	4 40%	1 50%	13 43%	17 37%	240 41%	82 -34% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response



Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	843	32	227	581	74	107	441	127	10	2	30	46	583	244
Direct approach (to/from employer)	159 19%	5 16%	38 17%	116 20%	15 20%	19 18%	79 18%	24 19%	1 10%	0 0%	7 23%	14 +30% k	121 +21% l	36 15%
Internal promotion/vacancy	146 17%	8 25%	40 18%	96 17%	14 19%	24 22%	80 18%	15 12%	0 0%	0 0%	6 20%	7 15%	101 17%	43 18%
Other	7 1%	0 0%	1 *%	6 1%	0 0%	3 +3% e	2 *%	1 1%	0 0%	0 0%	0 0%	1 2%	5 1%	2 1%
No / None / Nothing	4 *%	0 0%	0 0%	4 1%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	1 +3% j	0 0%	3 1%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	843	93	554	196	764	59	701	6	48	16	412	147	104	50
Local newspapers	128 15%	4 -4% a	76 14%	48 +24% c	119 16%	8 14%	105 15%	0 0%	9 19%	1 6%	60 15%	23 16%	14 13%	7 14%
National newspapers	87 10%	2 -2% a	59 11%	26 13%	75 10%	10 17%	70 10%	1 17%	9 +19% h	0 0%	41 10%	16 11%	9 9%	5 10%
Facilitate/IWFM jobs (job site)	470 56%	36 -39% a	322 58%	112 57%	430 56%	28 47%	408 +58% f	3 50%	29 60%	3 19%	251 +61% j	78 53%	61 59%	19 -38% m
Online job sites	551 65%	69 74%	363 66%	119 61%	506 66%	33 56%	459 65%	4 67%	31 65%	11 69%	255 -62% j	97 66%	77 +74% l	31 62%
PFM	28 3%	0 0%	17 3%	11 +6% c	26 3%	1 2%	24 3%	0 0%	3 6%	0 0%	16 4%	2 1%	4 4%	1 2%
i-FM.net	41 5%	0 -0% a	28 5%	13 7%	40 5%	1 2%	34 5%	0 0%	3 6%	0 0%	22 5%	5 3%	5 5%	4 8%
FMJ	111 13%	8 9%	69 12%	34 +17% c	102 13%	5 8%	104 +15% f	1 17%	3 6%	0 0%	66 +16% j	20 14%	16 15%	1 -2% m
Other built environment publications	25 3%	3 3%	11 -2% b	11 +6% c	21 3%	4 7%	22 3%	0 0%	2 4%	0 0%	11 3%	9 +6% k	2 2%	1 2%
Recruitment consultancy/agency	430 51%	50 54%	280 51%	100 51%	388 51%	28 47%	364 52%	1 17%	23 48%	7 44%	214 52%	77 52%	52 50%	25 50%
Head-hunted	271 32%	20 -22% a	179 32%	72 37%	240 31%	20 34%	230 33%	2 33%	17 35%	3 19%	158 +38% j	35 -24% k	24 -23% l	15 30%
Networking/word of mouth	209 25%	25 27%	130 23%	54 28%	184 24%	19 32%	177 25%	2 33%	15 31%	4 25%	128 +31% j	21 -14% k	19 18%	10 20%
Social media (Twitter, LinkedIn, Facebook etc)	330 39%	43 46%	236 +43% b	51 -26% c	303 40%	20 34%	272 39%	3 50%	22 46%	5 31%	161 39%	56 38%	49 47%	23 46%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	843	93	554	196	764	59	701	6	48	16	412	147	104	50
Direct approach (to/from employer)	159 19%	16 17%	102 18%	41 21%	145 19%	9 15%	126 18%	0 0%	12 25%	2 13%	80 19%	26 18%	14 13%	14 28%
Internal promotion/vacancy	146 17%	20 22%	87 16%	39 20%	134 18%	9 15%	121 17%	1 17%	11 23%	1 6%	73 18%	27 18%	14 13%	8 16%
Other	7 1%	1 1%	6 1%	0 0%	7 1%	0 0%	6 1%	1 17%	0 0%	0 0%	5 1%	1 1%	0 0%	0 0%
No / None / Nothing	4 *%	0 0%	3 1%	1 1%	4 1%	0 0%	4 1%	0 0%	0 0%	0 0%	2 *%	1 1%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	843	783	11	551	463	332	361	231	363
Local newspapers	128 15%	121 15%	2 18%	88 16%	69 15%	53 16%	59 16%	32 14%	56 15%
National newspapers	87 10%	84 11%	1 9%	59 11%	51 11%	43 +13% e	39 11%	33 +14% g	36 10%
Facilitate/IWFM jobs (job site)	470 56%	443 57%	5 45%	317 58%	281 +61% d	212 +64% e	212 59%	122 53%	217 +60% h
Online job sites	551 65%	511 65%	6 55%	371 67%	295 64%	219 66%	240 66%	142 61%	226 62%
PFM	28 3%	26 3%	1 9%	17 3%	16 3%	13 4%	12 3%	10 4%	14 4%
i-FM.net	41 5%	39 5%	2 18%	30 5%	23 5%	18 5%	19 5%	12 5%	21 6%
FMJ	111 13%	105 13%	0 0%	79 14%	64 14%	52 16%	54 15%	31 13%	51 14%
Other built environment publications	25 3%	23 3%	0 0%	13 2%	12 3%	10 3%	13 4%	9 4%	11 3%
Recruitment consultancy/agency	430 51%	400 51%	5 45%	286 52%	240 52%	174 52%	191 53%	137 +59% g	201 +55% h
Head-hunted	271 32%	250 32%	5 45%	186 34%	156 34%	118 36%	138 +38% f	99 +43% g	142 +39% h
Networking/word of mouth	209 25%	200 26%	0 0%	143 26%	130 +28% d	99 +30% e	109 +30% f	77 +33% g	107 +29% h
Social media (Twitter, LinkedIn, Facebook etc)	330 39%	299 -38% a	6 55%	218 40%	181 39%	127 38%	137 38%	86 37%	146 40%
Direct approach (to/from employer)	159 19%	149 19%	1 9%	111 20%	87 19%	73 22%	75 21%	61 +26% g	70 19%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	843	783	11	551	463	332	361	231	363
Internal promotion/vacancy	146 17%	140 18%	1 9%	108 +20% c	88 19%	68 20%	78 +22% f	56 +24% g	78 +21% h
Other	7 1%	7 1%	0 0%	4 1%	3 1%	4 1%	6 +2% f	4 2%	4 1%
No / None / Nothing	4 *%	4 1%	0 0%	2 *%	4 1%	1 *%	4 +1% f	2 1%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	843	204	279	104	89	89	32	130	81	3	422	611	771	44
Local newspapers	128 15%	24 12%	41 15%	20 19%	13 15%	7 -8% e	3 9%	27 21%	8 10%	1 33%	57 14%	93 15%	115 15%	10 23%
National newspapers	87 10%	26 13%	28 10%	15 14%	11 12%	7 8%	5 16%	11 8%	13 16%	1 33%	43 10%	61 10%	80 10%	6 14%
Facilitate/IWFM jobs (job site)	470 56%	115 56%	183 +66% b	71 +68% c	50 56%	55 62%	18 56%	57 -44% g	59 +73% h	2 67%	269 +64% j	342 56%	442 +57% l	17 -39% m
Online job sites	551 65%	144 71%	195 70%	71 68%	50 56%	55 62%	17 53%	90 69%	56 69%	3 100%	285 68%	404 66%	506 66%	33 75%
PFM	28 3%	7 3%	7 3%	5 5%	6 7%	8 +9% e	2 6%	0 -0% g	7 +9% h	0 0%	13 3%	22 4%	25 3%	3 7%
i-FM.net	41 5%	10 5%	16 6%	7 7%	7 8%	8 9%	2 6%	3 2%	6 7%	0 0%	27 +6% j	25 4%	40 5%	1 2%
FMJ	111 13%	32 16%	45 16%	17 16%	15 17%	13 15%	5 16%	9 -7% g	18 +22% h	0 0%	65 15%	85 14%	106 14%	5 11%
Other built environment publications	25 3%	13 +6% a	5 2%	4 4%	6 +7% d	10 +11% e	1 3%	2 2%	5 6%	0 0%	13 3%	17 3%	23 3%	1 2%
Recruitment consultancy/agency	430 51%	108 53%	141 51%	55 53%	53 60%	48 54%	16 50%	67 52%	50 +62% h	2 67%	214 51%	313 51%	398 52%	21 48%
Head-hunted	271 32%	63 31%	62 -22% b	40 38%	43 +48% d	34 38%	15 47%	36 28%	38 +47% h	1 33%	126 30%	201 33%	251 33%	11 25%
Networking/word of mouth	209 25%	54 26%	70 25%	22 21%	24 27%	28 31%	9 28%	36 28%	23 28%	2 67%	109 26%	155 25%	192 25%	12 27%
Social media (Twitter, LinkedIn, Facebook etc)	330 39%	94 +46% a	110 39%	44 42%	35 39%	41 46%	13 41%	49 38%	37 46%	1 33%	171 41%	248 41%	308 40%	15 34%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 45 (continuation)

Which of the following have you used when looking for a job?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	843	204	279	104	89	89	32	130	81	3	422	611	771	44
Direct approach (to/from employer)	159 19%	41 20%	49 18%	23 22%	24 +27% d	20 22%	6 19%	21 16%	16 20%	1 33%	80 19%	124 20%	150 19%	7 16%
Internal promotion/vacancy	146 17%	34 17%	48 17%	22 21%	19 21%	13 15%	4 13%	31 +24% g	11 14%	0 0%	74 18%	112 18%	133 17%	8 18%
Other	7 1%	2 1%	3 1%	0 0%	0 0%	1 1%	0 0%	2 2%	1 1%	0 0%	4 1%	6 1%	6 1%	1 2%
No / None / Nothing	4 *%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	1 1%	0 0%	1 *%	3 *%	3 *%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Multiple Response

Table 46

Please give details of any other job sites or other job search methods that you would use, or already have used.

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing *a	Non-FM organisation b	Within PFI/PPPI *c	Not within PFI/PPPI d	Private e	Public f	1 to 49 *g	50 to 249 *h	250 to 999 *i	1,000+ j	Up to £25k *k	£26k to £45k l	£46k to £60k *m	£61k+ *n
Sample Bases	81	13	61	29	47	43	31	6	13	20	38	8	35	17	21
Indeed	29 36%	5 38%	22 36%	12 41%	16 34%	15 35%	12 39%	2 33%	4 31%	6 30%	16 42%	4 50%	16 46%	8 47%	1 5%
Total jobs	4 5%	2 15%	1 2% b	1 3%	2 4%	2 5%	1 3%	1 17%	0 0%	2 10%	1 3%	0 0%	1 3%	1 6%	2 10%
Reed	6 7%	1 8%	4 7%	3 10%	2 4%	4 9%	1 3%	2 33%	0 0%	4 20%	0 -0% j	0 0%	5 +14% l	0 0%	1 5%
LinkedIn	15 19%	3 23%	12 20%	4 14%	10 21%	10 23%	5 16%	0 0%	5 38%	3 15%	7 18%	0 0%	4 11%	6 35%	5 24%
Hays/Hayes	3 4%	1 8%	2 3%	2 7%	1 2%	3 7%	0 0%	0 0%	1 8%	2 10%	0 0%	0 0%	1 3%	0 0%	2 10%
CV library	3 4%	1 8%	2 3%	1 3%	2 4%	1 2%	2 6%	0 0%	0 0%	0 0%	3 8%	1 13%	0 0%	2 12%	0 0%
NHS jobs/site	3 4%	1 8%	2 3%	2 7%	1 2%	1 2%	2 6%	0 0%	0 0%	0 0%	2 5%	2 25%	0 0%	1 6%	0 0%
Other	33 41%	2 15%	26 43%	13 45%	17 36%	12 -28% e	16 52%	4 67%	6 46%	8 40%	13 34%	5 63%	8 -23% l	5 29%	15 71%
No / None / Nothing	10 12%	2 15%	8 13%	3 10%	6 13%	8 19%	2 6%	0 0%	0 0%	3 15%	6 16%	0 0%	6 17%	1 6%	3 14%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 46 (continuation)

Please give details of any other job sites or other job search methods that you would use, or already have used.

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL							GENDER	
	Total	Up to 2 years *a	2 to 9 years *b	9+ years c	Affiliate *d	Associate *e	Member f	Certified *g	Fellow *h	Corporate member *i	Not a member *j	Male k	Female *l
Sample Bases	81	3	29	49	9	8	37	16	4	1	5	58	22
Indeed	29 36%	2 67%	13 45%	14 29%	3 33%	3 38%	13 35%	4 25%	1 25%	1 100%	3 60%	17 29%	12 55%
Total jobs	4 5%	0 0%	0 0%	4 8%	0 0%	0 0%	3 8%	1 6%	0 0%	0 0%	0 0%	3 5%	1 5%
Reed	6 7%	0 0%	2 7%	4 8%	2 22%	2 25%	0 -0%	1 6%	0 0%	0 0%	1 20%	5 9%	1 5%
LinkedIn	15 19%	0 0%	4 14%	11 22%	2 22%	1 13%	8 22%	2 13%	1 25%	0 0%	1 20%	11 19%	4 18%
Hays/Hayes	3 4%	0 0%	0 0%	3 6%	1 11%	0 0%	1 3%	1 6%	0 0%	0 0%	0 0%	3 5%	0 0%
CV library	3 4%	1 33%	1 3%	1 2%	0 0%	0 0%	1 3%	1 6%	0 0%	0 0%	0 0%	0 0%	3 14%
NHS jobs/site	3 4%	0 0%	2 7%	1 2%	1 11%	1 13%	1 3%	0 0%	0 0%	0 0%	0 0%	1 2%	2 9%
Other	33 41%	0 0%	12 41%	21 43%	2 22%	3 38%	16 43%	9 56%	2 50%	0 0%	1 20%	26 45%	6 27%
No / None / Nothing	10 12%	1 33%	2 7%	7 14%	1 11%	0 0%	5 14%	4 25%	0 0%	0 0%	0 0%	8 14%	2 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Multiple Response

Table 46 (continuation)

Please give details of any other job sites or other job search methods that you would use, or already have used.

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION							
	Total	18 to 35	36 to 55	56+	White	BME	England	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		*a	b	*c	d	*e	f	*g	*h	i	*j	*k	*l
Sample Bases	81	14	50	17	69	11	69	4	1	43	15	9	4
Indeed	29 36%	7 50%	18 36%	4 24%	27 39%	2 18%	21 30% f	4 100%	1 100%	13 30%	4 27%	4 44%	1 25%
Total jobs	4 5%	0 0%	3 6%	1 6%	3 4%	1 9%	4 6%	0 0%	0 0%	3 7%	1 7%	0 0%	0 0%
Reed	6 7%	1 7%	5 10%	0 0%	4 6%	1 9%	6 9%	0 0%	0 0%	5 12%	1 7%	0 0%	0 0%
LinkedIn	15 19%	1 7%	11 22%	3 18%	14 20%	1 9%	13 19%	1 25%	0 0%	9 21%	3 20%	0 0%	0 0%
Hays/Hayes	3 4%	0 0%	3 6%	0 0%	3 4%	0 0%	3 4%	0 0%	0 0%	3 7%	0 0%	0 0%	0 0%
CV library	3 4%	1 7%	2 4%	0 0%	2 3%	1 9%	3 4%	0 0%	0 0%	1 2%	2 13%	0 0%	0 0%
NHS jobs/site	3 4%	0 0%	2 4%	1 6%	3 4%	0 0%	3 4%	0 0%	0 0%	1 2%	1 7%	0 0%	0 0%
Other	33 41%	5 36%	20 40%	8 47%	28 41%	5 45%	30 43%	0 0%	0 0%	21 49%	6 40%	3 33%	2 50%
No / None / Nothing	10 12%	2 14%	6 12%	2 12%	7 10%	3 27%	9 13%	0 0%	0 0%	6 14%	1 7%	2 22%	1 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Multiple Response

Table 46 (continuation)

Please give details of any other job sites or other job search methods that you would use, or already have used.

Base: All Respondents (Valid Responses)

Column	CPD PROVISION							
	Total	Any	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	b	c	*d	e	*f	g
Sample Bases	81	76	51	44	27	31	23	33
Indeed	29 36%	28 37%	21 41%	15 34%	9 33%	11 35%	4 17%	9 27%
Total jobs	4 5%	3 4%	0 -0% b	1 2%	1 4%	1 3%	0 0%	1 3%
Reed	6 7%	6 8%	4 8%	4 9%	1 4%	2 6%	1 4%	2 6%
LinkedIn	15 19%	15 20%	11 22%	10 23%	6 22%	6 19%	3 13%	8 24%
Hays/Hayes	3 4%	3 4%	1 2%	1 2%	1 4%	1 3%	0 0%	1 3%
CV library	3 4%	3 4%	1 2%	1 2%	1 4%	2 6%	1 4%	0 0%
NHS jobs/site	3 4%	2 3% a	1 2%	1 2%	2 7%	1 3%	1 4%	1 3%
Other	33 41%	31 41%	19 37%	16 36%	13 48%	12 39%	10 43%	11 33%
No / None / Nothing	10 12%	9 12%	4 8%	7 16%	2 7%	5 16%	5 22%	5 15%

Columns tested against total minus each column: a,b,c,d,e,f,g ; Column tested against total

Multiple Response

Table 46 (continuation)

Please give details of any other job sites or other job search methods that you would use, or already have used.

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS												
	Total	Any BA/BSc *a	Any BIFM *b	Any HNC *c	Any HND *d	Any MA/ MSc *e	Any MBA *f	Any NVQ *g	Any post-grad *h	Any FM quals i	Any non-FM quals j	Any quals k	No quals *l
Sample Bases	81	24	29	5	6	11	3	16	8	43	67	79	1
Indeed	29 36%	8 33%	12 41%	1 20%	1 17%	2 18%	1 33%	5 31%	3 38%	13 30%	25 37%	28 35%	0 0%
Total jobs	4 5%	0 0%	2 7%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	3 7%	2 3%	4 5%	0 0%
Reed	6 7%	2 8%	0 0%	0 0%	0 0%	1 9%	0 0%	1 6%	0 0%	1 2%	6 9%	6 8%	0 0%
LinkedIn	15 19%	3 13%	5 17%	0 0%	2 33%	1 9%	0 0%	3 19%	3 38%	8 19%	12 18%	15 19%	0 0%
Hays/Hayes	3 4%	2 8%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	1 13%	1 2%	2 3%	3 4%	0 0%
CV library	3 4%	0 0%	2 7%	0 0%	0 0%	0 0%	0 0%	0 0%	1 13%	2 5%	1 1% j	2 3% k	0 0%
NHS jobs/site	3 4%	1 4%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	1 1% j	2 3% k	1 100%
Other	33 41%	16 67%	10 34%	3 60%	4 67%	6 55%	3 100%	6 38%	2 25%	17 40%	29 43%	33 42%	0 0%
No / None / Nothing	10 12%	1 4%	4 14%	1 20%	0 0%	2 18%	0 0%	4 25%	2 25%	8 19%	8 12%	10 13%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Multiple Response

Table 47

Are you...?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	855	187	621	354	486	577	231	48	124	215	436	50	299	224	275
Male	599 70%	142 +76%	419 -67%	233 -66%	357 +73%	407 71%	154 67%	33 69%	81 65%	146 68%	320 +73%	31 62%	177 -59%	167 75%	220 +80%
Female	250 29%	44 24%	197 +32%	120 +34%	125 -26%	167 29%	74 32%	13 27%	42 34%	69 32%	113 -26%	18 36%	119 +40%	55 25%	55 -20%
Prefer not to say	6 1%	1 1%	5 1%	1 *%	4 1%	3 1%	3 1%	2 +4%	1 1%	0 0%	3 1%	1 2%	3 1%	2 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 47 (continuation)
Are you...?
 Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	855	31	227	592	73	106	448	130	11	2	30	48	599	250
Male	599 70%	14 -45% a	137 -60% b	445 +75% c	38 -52% d	49 -46% e	336 +75% f	104 +80% g	11 100% *h	1 50% *i	26 +87% j	31 65% k	599 +100% l	0 -0% m
Female	250 29%	17 +55% a	90 +40% b	141 -24% c	34 +47% d	56 +53% e	109 -24% f	25 -19% g	0 0% *h	1 50% *i	4 13% j	17 35% k	0 -0% l	250 +100% m
Prefer not to say	6 1%	0 0% a	0 0% b	6 1% c	1 1% d	1 1% e	3 1% f	1 1% g	0 0% *h	0 0% *i	0 0% j	0 0% k	0 -0% l	0 0% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 47 (continuation)

Are you...?

Base: All Respondents (Valid Responses)

Column	Total	AGE			ETHNICITY		NATION/REGION							
		18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		a	b	c	d	e	f	*g	h	*i	j	k	l	m
Sample Bases	855	95	560	200	775	60	707	7	49	16	421	148	102	52
Male	599 70%	54 -57% a	391 70%	154 +77% c	541 70%	43 72%	483 -68% f	7 100%	37 76%	12 75%	288 68%	107 72%	68 67%	41 79%
Female	250 29%	41 +43% a	163 29%	46 -23% c	230 30%	17 28%	218 +31% f	0 0%	12 24%	4 25%	130 31%	40 27%	33 32%	11 21%
Prefer not to say	6 1%	0 0%	6 1%	0 0%	4 -1% d	0 0%	6 1%	0 0%	0 0%	0 0%	3 1%	1 1%	1 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 47 (continuation)

Are you...?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	855	791	10	552	468	333	370	233	367
Male	599 70%	554 70%	7 70%	381 69%	335 72%	245 74%	254 69%	171 73%	247 67%
Female	250 29%	231 29%	3 30%	170 31%	131 28%	85 26%	112 30%	61 26%	119 32%
Prefer not to say	6 1%	6 1%	0 0%	1 -*%	2 *%	3 1%	4 1%	1 *%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 47 (continuation)

Are you...?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	855	205	282	103	87	92	33	132	81	3	429	615	780	44
Male	599 70%	152 74%	191 68%	93 +90% c	67 77%	71 77%	27 82%	94 71%	65 +80% h	2 67%	310 72%	436 71%	555 +71% l	24 -55% m
Female	250 29%	53 26%	89 32%	10 -10% c	20 23%	21 23%	6 18%	36 27%	16 -20% h	1 33%	116 27%	177 29%	221 28%	19 +43% m
Prefer not to say	6 1%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%	0 0%	3 1%	2 -*% k	4 -1% l	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 48

Which of the following age bands do you fall into?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	865	190	627	356	493	583	234	49	126	218	440	52	303	227	276
18-25	8 1%	3 2%	5 1%	6 2%	2 *%	5 1%	3 1%	1 2%	1 1%	2 1%	2 *%	5 +10% k	3 1%	0 0%	0 0%
26-35	89 10%	14 7%	73 +12% b	37 10%	51 10%	67 11%	20 9%	9 18%	18 14%	19 9%	40 9%	8 15%	53 +17% l	18 8%	9 -3% n
36-45	201 23%	45 24%	142 23%	94 26%	104 21%	136 23%	51 22%	5 -10% g	31 25%	51 23%	108 25%	11 21%	89 +29% l	49 22%	49 -18% n
46-55	364 42%	85 45%	267 43%	150 42%	208 42%	256 44%	96 41%	19 39%	53 42%	90 41%	193 44%	17 33%	104 -34% l	103 45%	139 +50% n
56+	203 23%	43 23%	140 22%	69 -19% c	128 +26% d	119 -20% e	64 27%	15 31%	23 18%	56 26%	97 22%	11 21%	54 -18% l	57 25%	79 +29% n

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 48 (continuation)

Which of the following age bands do you fall into?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	865	32	231	597	75	108	453	131	11	2	30	48	599	250
18-25	8 1%	2 +6% a	6 +3% b	0 -0% c	0 0%	3 +3% e	0 -0% f	0 0%	0 0%	0 0%	0 0%	3 +6% k	4 1%	4 2%
26-35	89 10%	8 +25% a	55 +24% b	25 -4% c	13 +17% d	24 +22% e	34 -8% f	10 8%	0 0%	0 0%	1 3%	6 13%	50 -8% l	37 +15% m
36-45	201 23%	13 +41% a	71 +31% b	117 -20% c	20 27%	31 29%	93 -21% f	35 27%	1 9%	1 50%	7 23%	12 25%	138 23%	62 25%
46-55	364 42%	7 -22% a	67 -29% b	290 +49% c	32 43%	29 -27% e	207 +46% f	56 43%	3 27%	1 50%	14 47%	20 42%	253 42%	101 40%
56+	203 23%	2 -6% a	32 -14% b	165 +28% c	10 -13% d	21 19%	119 +26% f	30 23%	7 64%	0 0%	8 27%	7 15%	154 +26% l	46 -18% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 48 (continuation)

Which of the following age bands do you fall into?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	865	97	565	203	785	60	717	7	49	16	423	152	104	52
18-25	8 1%	8 +8% a	0 -0% b	0 0%	6 1%	1 2%	7 1%	0 0%	0 0%	0 0%	5 1%	1 1%	0 0%	1 2%
26-35	89 10%	89 +92% a	0 -0% b	0 -0% c	82 10%	5 8%	76 11%	0 0%	7 14%	2 13%	46 11%	13 9%	9 9%	2 4%
36-45	201 23%	0 -0% a	201 +36% b	0 -0% c	172 -22% d	24 +40% e	155 -22% f	2 29%	13 27%	9 56%	95 22%	27 18%	29 28%	17 33%
46-55	364 42%	0 -0% a	364 +64% b	0 -0% c	333 42%	19 32%	306 43%	4 57%	21 43%	4 25%	170 40%	66 43%	50 48%	22 42%
56+	203 23%	0 -0% a	0 -0% b	203 +100% c	192 +24% d	11 18%	173 24%	1 14%	8 16%	1 6%	107 25%	45 +30% k	16 -15% l	10 19%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 48 (continuation)

Which of the following age bands do you fall into?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	865	800	11	559	473	337	370	233	370
18-25	8 1%	6 1%	0 0%	4 1%	3 1%	2 1%	4 1%	0 0%	2 1%
26-35	89 10%	81 10%	0 0%	53 9%	61 +13% d	31 9%	27 -7% f	21 9%	31 8%
36-45	201 23%	186 23%	3 27%	135 24%	114 24%	65 -19% e	82 22%	44 19%	81 22%
46-55	364 42%	342 43%	6 55%	247 44%	192 41%	144 43%	166 45%	105 45%	169 46%
56+	203 23%	185 23%	2 18%	120 21%	103 22%	95 +28% e	91 25%	63 27%	87 24%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 48 (continuation)

Which of the following age bands do you fall into?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc a	Any BIFM b	Any HNC c	Any HND d	Any MA/ MSc e	Any MBA f	Any NVQ g	Any post-grad h	Any PhD or equiv *i	Any FM quals j	Any non-FM quals k	Any quals l	No quals m
Sample Bases	865	205	284	104	89	93	33	133	82	3	432	623	788	46
18-25	8 1%	1 *%	0 -0% b	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 -0% j	5 1%	6 1%	0 0%
26-35	89 10%	31 +15% a	36 13%	4 -4% c	5 6%	6 6%	1 3%	14 11%	4 5%	0 0%	46 11%	67 11%	82 10%	4 9%
36-45	201 23%	58 28%	70 25%	11 -11% c	9 -10% d	21 23%	9 27%	32 24%	15 18%	0 0%	96 22%	151 24%	184 23%	14 30%
46-55	364 42%	74 -36% a	112 39%	48 46%	45 51%	40 43%	14 42%	57 43%	37 45%	3 100%	185 43%	256 41%	332 42%	19 41%
56+	203 23%	41 20%	66 23%	41 +39% c	30 +34% d	26 28%	9 27%	29 22%	26 32%	0 0%	105 24%	144 23%	184 23%	9 20%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 49

What level of IWFM membership do you hold?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPI	Not within PFI/PPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	858	189	621	353	489	577	233	49	125	216	436	51	299	225	276
Affiliate	75 9%	15 8%	55 9%	42 +12% c	33 -7% d	52 9%	18 8%	4 8%	14 11%	17 8%	37 8%	13 +25% k	40 +13% l	14 6%	8 -3% n
Associate (AIWFM)	108 13%	23 12%	79 13%	42 12%	64 13%	72 12%	30 13%	8 16%	17 14%	27 13%	50 11%	14 +27% k	66 +22% l	15 -7% m	12 -4% n
Member (MWIFM)	453 53%	94 50%	332 53%	173 49%	269 55%	303 53%	123 53%	26 53%	66 53%	124 57%	227 52%	10 -20% k	147 49%	150 +67% m	141 51%
Certified (CIWFM)	131 15%	27 14%	96 15%	62 18%	67 14%	77 -13% e	46 +20% f	6 12%	12 10%	25 12%	81 +19% j	1 -2% k	21 -7% l	34 15%	75 +27% n
Fellow (FIWFM)	11 1%	0 0%	10 2%	1 -*% c	9 2%	8 1%	2 1%	2 4%	3 2%	0 0%	5 1%	0 0%	0 -0% l	3 1%	8 +3% n
Honorary fellow	2 *%	0 0%	2 *%	2 1%	0 0%	2 *%	0 0%	0 0%	0 0%	1 *%	1 *%	0 0%	1 *%	0 0%	1 *%
Corporate member - Large enterprise (Main contact or nominee)	21 2%	10 +5% a	11 -2% b	3 -1% c	18 +4% d	17 3%	4 2%	0 0%	1 1%	5 2%	14 3%	0 0%	5 2%	4 2%	12 +4% n
Corporate member - Small enterprise (Main contact or nominee)	9 1%	7 +4% a	2 -*% b	2 1%	7 1%	9 +2% e	0 0%	1 2%	5 +4% h	2 1%	1 -*% j	1 2%	2 1%	1 *%	5 2%
I am not a member of IWFM	48 6%	13 7%	34 5%	26 7%	22 4%	37 6%	10 4%	2 4%	7 6%	15 7%	20 5%	12 +24% k	17 6%	4 -2% m	14 5%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 49 (continuation)

What level of IWFM membership do you hold?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	858	31	229	593	75	108	453	131	11	2	30	48	596	246
Affiliate	75 9%	11 +35% a	34 +15% b	29 -5% c	75 +100% d	0 -0% e	0 -0% f	0 -0% g	0 0% h	0 0% i	0 0% j	0 -0% k	38 -6% l	34 +14% m
Associate (AIWFM)	108 13%	5 16%	54 +24% b	48 -8% c	0 -0% d	108 +100% e	0 -0% f	0 -0% g	0 0% h	0 0% i	0 -0% j	0 -0% k	49 -8% l	56 +23% m
Member (MWIFM)	453 53%	6 -19% a	89 -39% b	355 +60% c	0 -0% d	0 -0% e	453 +100% f	0 -0% g	0 0% h	0 0% i	0 -0% j	0 -0% k	336 +56% l	109 -44% m
Certified (CIWFM)	131 15%	2 6%	24 -10% b	105 +18% c	0 -0% d	0 -0% e	0 -0% f	131 +100% g	0 0% h	0 0% i	0 -0% j	0 -0% k	104 +17% l	25 -10% m
Fellow (FIWFM)	11 1%	0 0%	2 1%	9 2%	0 0%	0 0%	0 -0% f	0 0% g	11 100% h	0 0% i	0 0% j	0 0% k	11 +2% l	0 -0% m
Honorary fellow	2 *%	1 +3% a	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0% h	2 100% i	0 0% j	0 0% k	1 *% l	1 *% m
Corporate member - Large enterprise (Main contact or nominee)	21 2%	0 0%	4 2%	17 3%	0 0%	0 0%	0 -0% f	0 -0% g	0 0% h	0 0% i	21 +70% j	0 0% k	18 3% l	3 1% m
Corporate member - Small enterprise (Main contact or nominee)	9 1%	0 0%	3 1%	6 1%	0 0%	0 0%	0 -0% f	0 0% g	0 0% h	0 0% i	9 +30% j	0 0% k	8 1% l	1 *% m
I am not a member of IWFM	48 6%	6 +19% a	19 +8% b	23 -4% c	0 -0% d	0 -0% e	0 -0% f	0 -0% g	0 0% h	0 0% i	0 0% j	48 +100% k	31 5% l	17 7% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 49 (continuation)

What level of IWFM membership do you hold?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	858	94	562	202	779	59	712	7	47	16	421	149	104	52
Affiliate	75 9%	13 14%	52 9%	10 -5% c	70 9%	3 5%	63 9%	0 0%	5 11%	2 13%	32 8%	18 12%	10 10%	2 4%
Associate (AIWFM)	108 13%	27 +29% a	60 -11% b	21 10%	100 13%	6 10%	94 13%	0 0%	7 15%	2 13%	61 14%	12 8%	14 13%	4 8%
Member (MWIFM)	453 53%	34 -36% a	300 53%	119 +59% c	420 +54% d	20 -34% e	385 54%	2 29%	24 51%	7 44%	226 54%	80 54%	56 54%	20 -38% m
Certified (CIWFM)	131 15%	10 11%	91 16%	30 15%	109 -14% d	21 +36% e	102 14%	3 43%	5 11%	3 19%	65 15%	23 15%	13 13%	16 +31% m
Fellow (FIWFM)	11 1%	0 0%	4 -1% b	7 +3% c	10 1%	1 2%	9 1%	0 0%	0 0%	0 0%	5 1%	1 1%	2 2%	2 4%
Honorary fellow	2 *%	0 0%	2 *%	0 0%	2 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	1 +2% m
Corporate member - Large enterprise (Main contact or nominee)	21 2%	0 0%	14 2%	7 3%	19 2%	2 3%	19 3%	0 0%	1 2%	0 0%	14 3%	5 3%	0 0%	0 0%
Corporate member - Small enterprise (Main contact or nominee)	9 1%	1 1%	7 1%	1 *%	7 1%	2 3%	8 1%	0 0%	0 0%	0 0%	5 1%	2 1%	0 0%	1 2%
I am not a member of IWFM	48 6%	9 10%	32 6%	7 3%	42 5%	4 7%	31 -4% f	2 29%	5 11%	2 13%	13 -3% j	8 5%	8 8%	6 12%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 49 (continuation)

What level of IWFM membership do you hold?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	858	794	11	555	470	336	366	233	367
Affiliate	75 9%	74 +9% a	0 0%	45 8%	43 9%	30 9%	33 9%	13 -6% g	28 8%
Associate (AIWFM)	108 13%	101 13%	0 0%	76 14%	52 11%	37 11%	37 10%	23 10%	42 11%
Member (MWIFM)	453 53%	417 53%	8 73%	297 54%	256 54%	182 54%	193 53%	123 53%	194 53%
Certified (CIWFM)	131 15%	120 15%	0 0%	76 14%	73 16%	54 16%	64 17%	43 18%	54 15%
Fellow (FIWFM)	11 1%	11 1%	0 0%	7 1%	7 1%	5 1%	3 1%	4 2%	5 1%
Honorary fellow	2 *%	2 *%	0 0%	2 *%	2 *%	0 0%	0 0%	0 0%	1 *%
Corporate member - Large enterprise (Main contact or nominee)	21 2%	21 3%	0 0%	16 3%	17 +4% d	11 3%	17 +5% f	10 +4% g	18 +5% h
Corporate member - Small enterprise (Main contact or nominee)	9 1%	9 1%	0 0%	7 1%	5 1%	2 1%	6 2%	5 2%	9 +2% h
I am not a member of IWFM	48 6%	39 -5% a	3 27%	29 5%	15 -3% d	15 4%	13 -4% f	12 5%	16 4%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 49 (continuation)

What level of IWFM membership do you hold?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	858	204	283	104	89	93	33	133	82	3	429	620	784	45
Affiliate	75 9%	19 9%	21 7%	6 6%	5 6%	3 -3% e	0 0%	13 10%	4 5%	1 33%	27 -6% j	55 9%	62 -8% l	10 +22% m
Associate (AIWFM)	108 13%	26 13%	31 11%	5 -5% c	10 11%	2 -2% e	2 6%	17 13%	5 6%	0 0%	39 -9% j	82 13%	96 12%	6 13%
Member (MWIFM)	453 53%	71 -35% a	175 +62% b	61 59%	49 55%	31 -33% e	14 42%	73 55%	27 -33% h	2 67%	241 +56% j	323 52%	415 53%	22 49%
Certified (CIWFM)	131 15%	60 +29% a	47 17%	20 19%	10 11%	46 +49% e	12 +36% f	18 14%	34 +41% h	0 0%	96 +22% j	90 15%	129 +16% l	1 -2% m
Fellow (FIWFM)	11 1%	4 2%	2 1%	2 2%	0 0%	4 +4% e	0 0%	1 1%	3 +4% h	0 0%	7 2%	5 -1% k	11 1%	0 0%
Honorary fellow	2 *%	2 +1% a	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	1 *%	2 *%	2 *%	0 0%
Corporate member - Large enterprise (Main contact or nominee)	21 2%	6 3%	3 1%	5 5%	6 +7% d	3 3%	3 +9% f	1 1%	4 5%	0 0%	6 -1% j	18 3%	19 2%	1 2%
Corporate member - Small enterprise (Main contact or nominee)	9 1%	4 2%	1 *%	0 0%	1 1%	2 2%	1 3%	1 1%	1 1%	0 0%	1 -*% j	8 1%	9 1%	0 0%
I am not a member of IWFM	48 6%	12 6%	3 -1% b	5 5%	8 9%	2 2%	1 3%	9 7%	3 4%	0 0%	11 -3% j	37 6%	41 5%	5 11%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 50

If you are not a member of IWFM, please tell us why?

Base: Where not a member of IWFM

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing *a	Non-FM organisation *b	Within PFI/PPPI *c	Not within PFI/PPPI *d	Private *e	Public *f	1 to 49 *g	50 to 249 *h	250 to 999 *i	1,000+ *j	Up to £25k *k	£26k to £45k *l	£46k to £60k *m	£61k+ *n
Sample Bases	33	8	24	20	13	24	8	2	4	13	13	9	10	2	11
Cost/too expensive	8 24%	3 38%	5 21%	5 25%	3 23%	6 25%	2 25%	1 50%	1 25%	2 15%	4 31%	2 22%	3 30%	0 0%	3 27%
No value/benefit to it	6 18%	3 38%	3 13%	1 5%	5 38%	5 21%	1 13%	0 0%	1 25%	3 23%	2 15%	1 11%	1 10%	1 50%	3 27%
I have applied but not yet a member	3 9%	0 0%	3 13%	1 5%	2 15%	1 4%	2 25%	0 0%	0 0%	1 8%	2 15%	1 11%	1 10%	0 0%	1 9%
I want to apply/become a member	7 21%	1 13%	6 25%	6 30%	1 8%	5 21%	2 25%	1 50%	0 0%	3 23%	2 15%	1 11%	4 40%	0 0%	2 18%
Don't know how to apply/that I could apply	4 12%	0 0%	3 13%	4 20%	0 0%	3 13%	0 0%	0 0%	2 50%	1 8%	1 8%	3 33%	0 0%	0 0%	0 0%
Membership lapsed/withdrawn	3 9%	0 0%	3 13%	2 10%	1 8%	3 13%	0 0%	0 0%	0 0%	1 8%	2 15%	1 11%	0 0%	0 0%	2 18%
Other	4 12%	1 13%	3 13%	1 5%	3 23%	1 4%	3 38%	0 0%	1 25%	3 23%	0 0%	0 0%	3 30%	1 50%	0 0%
Don't know	1 3%	0 0%	1 4%	1 5%	0 0%	1 4%	0 0%	0 0%	0 0%	1 8%	0 0%	1 11%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Multiple Response

Table 50 (continuation)

If you are not a member of IWFM, please tell us why?

Base: Where not a member of IWFM

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL	GENDER		AGE			ETHNICITY	
	Total	Up to 2 years	2 to 9 years	9+ years	Not a member	Male	Female	18 to 35	36 to 55	56+	White	BME
		*a	*b	*c	d	*e	*f	*g	*h	*i	j	*k
Sample Bases	33	4	16	13	33	23	10	9	20	4	30	1
Cost/too expensive	8 24%	0 0%	5 31%	3 23%	8 24%	7 30%	1 10%	2 22%	6 30%	0 0%	7 23%	1 100%
No value/benefit to it	6 18%	0 0%	3 19%	3 23%	6 18%	5 22%	1 10%	2 22%	4 20%	0 0%	6 20%	0 0%
I have applied but not yet a member	3 9%	1 25%	1 6%	1 8%	3 9%	2 9%	1 10%	0 0%	2 10%	1 25%	3 10%	0 0%
I want to apply/become a member	7 21%	1 25%	3 19%	3 23%	7 21%	5 22%	2 20%	3 33%	2 10%	2 50%	6 20%	0 0%
Don't know how to apply/that I could apply	4 12%	2 50%	2 13%	0 0%	4 12%	2 9%	2 20%	2 22%	1 5%	1 25%	4 13%	0 0%
Membership lapsed/withdrawn	3 9%	0 0%	1 6%	2 15%	3 9%	2 9%	1 10%	1 11%	2 10%	0 0%	2 7%	0 0%
Other	4 12%	0 0%	2 13%	2 15%	4 12%	3 13%	1 10%	0 0%	4 20%	0 0%	4 13%	0 0%
Don't know	1 3%	0 0%	1 6%	0 0%	1 3%	0 0%	1 10%	0 0%	1 5%	0 0%	1 3%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k ; Column tested against total

Multiple Response

Table 50 (continuation)

If you are not a member of IWFM, please tell us why?

Base: Where not a member of IWFM

Column	Total	NATION/REGION							
		England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
		*a	*b	*c	*d	*e	*f	*g	*h
Sample Bases	33	21	2	4	1	11	5	4	3
Cost/too expensive	8 24%	2 10%	0 0%	3 75%	0 0%	1 9%	0 0%	1 25%	1 33%
No value/benefit to it	6 18%	3 14%	0 0%	0 0%	0 0%	1 9%	0 0%	1 25%	1 33%
I have applied but not yet a member	3 9%	3 14%	0 0%	0 0%	0 0%	0 0%	2 40%	1 25%	0 0%
I want to apply/become a member	7 21%	4 19%	1 50%	1 25%	0 0%	2 18%	2 40%	0 0%	1 33%
Don't know how to apply/that I could apply	4 12%	4 19%	0 0%	0 0%	0 0%	3 27%	1 20%	0 0%	0 0%
Membership lapsed/withdrawn	3 9%	3 14%	0 0%	0 0%	0 0%	2 18%	0 0%	1 25%	0 0%
Other	4 12%	2 10%	1 50%	1 25%	0 0%	2 18%	0 0%	0 0%	0 0%
Don't know	1 3%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 50 (continuation)

If you are not a member of IWFM, please tell us why?

Base: Where not a member of IWFM

Column	CPD PROVISION								
	Total	Any *a	None *b	Short courses *c	Qualifications *d	CPD programme *e	Apprenticeships *f	Work experience *g	Mentoring programme *h
Sample Bases	33	26	2	20	11	10	8	7	11
Cost/too expensive	8 24%	5 19%	0 0%	3 15%	1 9%	0 0%	0 0%	3 43%	2 18%
No value/benefit to it	6 18%	4 15%	0 0%	4 20%	3 27%	3 30%	3 38%	2 29%	4 36%
I have applied but not yet a member	3 9%	3 12%	0 0%	3 15%	3 27%	1 10%	1 13%	1 14%	2 18%
I want to apply/become a member	7 21%	6 23%	1 50%	3 15%	3 27%	5 50%	1 13%	0 0%	1 9%
Don't know how to apply/that I could apply	4 12%	3 12%	0 0%	3 15%	1 9%	0 0%	1 13%	0 0%	0 0%
Membership lapsed/withdrawn	3 9%	2 8%	1 50%	1 5%	0 0%	0 0%	1 13%	0 0%	0 0%
Other	4 12%	2 8%	0 0%	2 10%	0 0%	1 10%	0 0%	0 0%	1 9%
Don't know	1 3%	1 4%	0 0%	1 5%	0 0%	0 0%	1 13%	1 14%	1 9%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Multiple Response

Table 50 (continuation)

If you are not a member of IWFM, please tell us why?

Base: Where not a member of IWFM

Column	QUALIFICATIONS												
	Total	Any BA/BSc	Any BIFM	Any HNC	Any HND	Any MA/MSc	Any MBA	Any NVQ	Any post-grad	Any FM quals	Any non-FM quals	Any quals	No quals
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Sample Bases	33	8	2	4	2	1	1	6	2	8	25	28	4
Cost/too expensive	8 24%	2 25%	0 0%	1 25%	1 50%	1 100%	0 0%	1 17%	0 0%	2 25%	5 20%	6 21%	1 25%
No value/benefit to it	6 18%	3 38%	0 0%	1 25%	1 50%	0 0%	0 0%	0 0%	1 50%	1 13%	5 20%	6 21%	0 0%
I have applied but not yet a member	3 9%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	2 33%	0 0%	1 13%	3 12%	3 11%	0 0%
I want to apply/become a member	7 21%	1 13%	1 50%	0 0%	0 0%	0 0%	0 0%	1 17%	0 0%	1 13%	4 16%	5 18%	2 50%
Don't know how to apply/that I could apply	4 12%	1 13%	0 0%	1 25%	0 0%	0 0%	0 0%	1 17%	0 0%	1 13%	3 12%	4 14%	0 0%
Membership lapsed/withdrawn	3 9%	1 13%	1 50%	1 25%	0 0%	0 0%	0 0%	0 0%	1 50%	2 25%	3 12%	3 11%	0 0%
Other	4 12%	2 25%	0 0%	1 25%	1 50%	0 0%	0 0%	1 17%	0 0%	1 13%	4 16%	4 14%	0 0%
Don't know	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 25%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l ; Column tested against total

Multiple Response

Table 51

Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	866	190	627	356	494	583	234	49	126	218	440	52	303	227	276
Deafness or partial hearing loss	23 3%	6 3%	14 2%	8 2%	15 3%	13 2%	7 3%	0 0%	2 2%	8 4%	12 3%	1 2%	8 3%	5 2%	9 3%
Blindness or partial sight loss	4 *%	1 1%	3 *%	0 0%	4 1%	2 *%	2 1%	0 0%	0 0%	0 0%	4 +1% j	0 0%	1 *%	2 1%	1 *%
Learning disability	6 1%	1 1%	5 1%	1 *%	5 1%	3 1%	3 1%	0 0%	0 0%	1 *%	5 1%	0 0%	2 1%	1 *%	3 1%
Learning difficulty	7 1%	0 0%	7 1%	4 1%	3 1%	5 1%	2 1%	0 0%	0 0%	2 1%	4 1%	3 +6% k	2 1%	1 *%	1 *%
Physical disability	11 1%	0 0%	10 2%	8 +2% c	3 -1% d	6 1%	4 2%	2 4%	2 2%	1 *%	6 1%	1 2%	3 1%	3 1%	4 1%
Mental health condition	20 2%	7 4%	13 2%	10 3%	10 2%	15 3%	5 2%	0 0%	3 2%	6 3%	10 2%	1 2%	10 3%	5 2%	3 1%
Long term illness, disease or condition	63 7%	16 8%	42 7%	20 6%	42 9%	40 7%	18 8%	6 12%	5 4%	15 7%	33 8%	4 8%	31 +10% l	9 -4% m	19 7%
Other condition	4 *%	0 0%	4 1%	1 *%	3 1%	3 1%	1 *%	0 0%	0 0%	2 1%	2 *%	2 +4% k	0 0%	1 *%	1 *%
None	15 2%	6 3%	9 1%	7 2%	8 2%	10 2%	5 2%	2 4%	1 1%	3 1%	7 2%	1 2%	3 1%	4 2%	7 3%
Prefer not to say	80 9%	20 11%	57 9%	32 9%	46 9%	53 9%	24 10%	7 14%	12 10%	20 9%	35 8%	8 15%	23 8%	24 11%	25 9%
Not answered	633 73%	133 70%	463 74%	265 74%	355 72%	433 74%	163 70%	32 65%	101 80%	160 73%	322 73%	31 -60% k	220 73%	172 76%	203 74%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 51 (continuation)

Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

Base: All Respondents (Valid Responses)

Column	Total	YEARS WORKING IN FM			MEMBERSHIP LEVEL								GENDER	
		Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member j	Not a member k	Male l	Female m
Sample Bases	866	32	231	597	75	108	453	131	11	2	30	48	599	250
Deafness or partial hearing loss	23 3%	1 3%	2 -1% b	20 3%	3 4%	1 1%	16 4%	2 2%	0 0%	0 0%	0 0%	1 2%	21 +4% l	2 -1% m
Blindness or partial sight loss	4 *%	0 0%	0 0%	4 1%	0 0%	1 1%	2 *%	1 1%	0 0%	0 0%	0 0%	0 0%	2 *%	2 1%
Learning disability	6 1%	0 0%	3 1%	3 1%	1 1%	0 0%	4 1%	0 0%	0 0%	0 0%	1 3%	0 0%	5 1%	1 *%
Learning difficulty	7 1%	0 0%	6 +3% b	1 -*% c	1 1%	1 1%	1 -*% f	1 1%	0 0%	0 0%	1 3%	2 +4% k	4 1%	3 1%
Physical disability	11 1%	1 3%	2 1%	8 1%	1 1%	1 1%	5 1%	2 2%	1 9%	0 0%	0 0%	1 2%	9 2%	2 1%
Mental health condition	20 2%	1 3%	7 3%	12 2%	2 3%	6 +6% e	9 2%	3 2%	0 0%	0 0%	0 0%	0 0%	11 2%	9 4%
Long term illness, disease or condition	63 7%	1 3%	16 7%	46 8%	7 9%	9 8%	32 7%	11 8%	0 0%	0 0%	2 7%	2 4%	38 6%	24 10%
Other condition	4 *%	1 +3% a	1 *%	2 *%	0 0%	1 1%	1 *%	1 1%	0 0%	0 0%	0 0%	1 2%	3 1%	1 *%
None	15 2%	3 +9% a	3 1%	9 2%	1 1%	2 2%	5 1%	6 +5% g	0 0%	0 0%	1 3%	0 0%	12 2%	3 1%
Prefer not to say	80 9%	3 9%	15 6%	61 10%	3 4%	7 6%	50 11%	11 8%	0 0%	0 0%	3 10%	6 13%	59 10%	17 7%
Not answered	633 73%	21 66%	176 76%	431 72%	56 75%	79 73%	328 72%	93 71%	10 91%	2 100%	22 73%	35 73%	435 73%	186 74%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 51 (continuation)

Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	866	97	565	203	785	60	717	7	49	16	423	152	104	52
Deafness or partial hearing loss	23 3%	0 0%	13 2%	10 +5% c	21 3%	2 3%	15 -2% f	1 14%	3 6%	0 0%	9 2%	5 3%	1 1%	2 4%
Blindness or partial sight loss	4 *%	0 0%	1 *%	3 +1% c	4 1%	0 0%	3 *%	0 0%	1 2%	0 0%	1 *%	0 0%	2 +2% l	0 0%
Learning disability	6 1%	2 2%	3 1%	1 *%	6 1%	0 0%	4 1%	0 0%	2 +4% h	0 0%	2 *%	2 1%	0 0%	0 0%
Learning difficulty	7 1%	3 +3% a	4 1%	0 0%	7 1%	0 0%	6 1%	0 0%	1 2%	0 0%	3 1%	0 0%	3 +3% l	0 0%
Physical disability	11 1%	2 2%	6 1%	3 1%	11 1%	0 0%	9 1%	0 0%	1 2%	1 6%	6 1%	2 1%	1 1%	0 0%
Mental health condition	20 2%	6 +6% a	14 2%	0 -0% c	20 3%	0 0%	18 3%	0 0%	0 0%	0 0%	13 3%	0 -0% k	4 4%	2 4%
Long term illness, disease or condition	63 7%	4 4%	40 7%	19 9%	59 8%	3 5%	51 7%	0 0%	4 8%	3 19%	34 8%	9 6%	7 7%	3 6%
Other condition	4 *%	0 0%	3 1%	1 *%	4 1%	0 0%	3 *%	0 0%	0 0%	1 6%	1 *%	1 1%	1 1%	0 0%
None	15 2%	3 3%	7 1%	5 2%	10 -1% d	5 +8% e	8 -1% f	0 0%	0 0%	0 0%	5 1%	2 1%	0 0%	6 +12% m
Prefer not to say	80 9%	6 6%	58 10%	16 8%	62 -8% d	9 15%	65 9%	0 0%	3 6%	2 13%	35 8%	14 9%	10 10%	7 13%
Not answered	633 73%	71 73%	416 74%	145 71%	581 74%	41 68%	535 +75% f	6 86%	34 69%	9 56%	314 74%	117 77%	75 72%	32 62%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 51 (continuation)

Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	866	800	11	559	473	337	370	233	370
Deafness or partial hearing loss	23 3%	22 3%	0 0%	17 3%	13 3%	10 3%	10 3%	5 2%	14 4%
Blindness or partial sight loss	4 *0%	4 1%	0 0%	4 1%	3 1%	2 1%	3 1%	2 1%	4 +1% h
Learning disability	6 1%	6 1%	0 0%	3 1%	3 1%	3 1%	4 1%	1 *0%	3 1%
Learning difficulty	7 1%	5 -1% a	0 0%	4 1%	3 1%	1 *0%	3 1%	0 0%	3 1%
Physical disability	11 1%	7 -1% a	2 18%	5 1%	6 1%	4 1%	2 1%	1 *0%	3 1%
Mental health condition	20 2%	20 3%	0 0%	17 3%	14 3%	12 4%	12 3%	5 2%	13 +4% h
Long term illness, disease or condition	63 7%	56 7%	2 18%	40 7%	29 6%	19 6%	29 8%	14 6%	22 6%
Other condition	4 *0%	4 1%	0 0%	2 *0%	1 *0%	1 *0%	2 1%	3 +1% g	3 1%
None	15 2%	15 2%	0 0%	8 1%	9 2%	2 -1% e	4 1%	5 2%	3 1%
Prefer not to say	80 9%	77 10%	1 9%	44 8%	36 8%	28 8%	27 7%	24 10%	33 9%
Not answered	633 73%	584 73%	6 55%	415 74%	356 75%	255 76%	274 74%	173 74%	269 73%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 51 (continuation)

Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	866	205	284	104	89	93	33	133	82	3	432	623	788	46
Deafness or partial hearing loss	23 3%	2 1%	5 2%	6 +6% c	6 +7% d	4 4%	1 3%	4 3%	0 0%	0 0%	12 3%	18 3%	21 3%	0 0%
Blindness or partial sight loss	4 *%	2 1%	3 1%	0 0%	2 +2% d	1 1%	0 0%	1 1%	0 0%	0 0%	3 1%	4 1%	4 1%	0 0%
Learning disability	6 1%	0 0%	1 *%	1 1%	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%	2 *%	4 1%	6 1%	0 0%
Learning difficulty	7 1%	4 +2% a	1 *%	1 1%	1 1%	0 0%	0 0%	1 1%	0 0%	0 0%	3 1%	7 1%	7 1%	0 0%
Physical disability	11 1%	3 1%	4 1%	2 2%	0 0%	3 3%	0 0%	1 1%	2 2%	0 0%	5 1%	8 1%	11 1%	0 0%
Mental health condition	20 2%	5 2%	7 2%	0 0%	1 1%	1 1%	1 3%	4 3%	1 1%	0 0%	7 2%	16 3%	19 2%	1 2%
Long term illness, disease or condition	63 7%	16 8%	17 6%	8 8%	4 4%	10 11%	3 9%	18 +14% g	5 6%	0 0%	28 6%	50 8%	57 7%	3 7%
Other condition	4 *%	0 0%	1 *%	1 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	1 *%	2 *%	3 *%	1 2%
None	15 2%	3 1%	6 2%	0 0%	4 +4% d	1 1%	3 +9% f	3 2%	3 4%	0 0%	10 2%	13 2%	15 2%	0 0%
Prefer not to say	80 9%	14 7%	22 8%	8 8%	11 12%	10 11%	4 12%	14 11%	8 10%	0 0%	33 8%	64 10%	77 10%	1 2%
Not answered	633 73%	156 76%	217 76%	77 74%	60 67%	63 68%	21 64%	85 -64% g	62 76%	3 100%	328 76%	437 -70% k	568 -72% l	40 +87% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	841	185	611	347	479	570	226	48	125	210	428	50	289	225	272
East of England	67 8%	10 5%	56 +9% b	30 9%	36 8%	45 8%	21 9%	1 2%	9 7%	17 8%	39 9%	4 8%	31 +11% l	18 8%	14 -5% n
London	212 25%	45 24%	155 25%	98 28%	111 23%	164 +29% e	36 -16% f	13 27%	41 +33% h	67 +32% i	83 -19% j	4 -8% k	55 -19% l	50 22%	102 +38% n
Midlands	85 10%	25 14%	56 9%	29 8%	53 11%	55 10%	26 12%	4 8%	8 6%	21 10%	51 12%	6 12%	27 9%	30 13%	22 8%
North East	32 4%	11 6%	21 3%	11 3%	21 4%	24 4%	8 4%	1 2%	2 2%	5 2%	22 +5% j	4 8%	15 5%	6 3%	7 3%
North West	72 9%	16 9%	52 9%	30 9%	40 8%	46 8%	22 10%	0 -0% g	11 9%	17 8%	43 10%	7 14%	32 11%	14 6%	18 7%
Northern Ireland	7 1%	0 0%	7 1%	3 1%	4 1%	2 -*% e	5 +2% f	0 0%	1 1%	3 1%	3 1%	0 0%	4 1%	3 1%	0 0%
Scotland	49 6%	11 6%	33 5%	21 6%	28 6%	26 -5% e	18 8%	4 8%	6 5%	6 -3% i	31 7%	1 2%	22 8%	15 7%	10 4%
South East	138 16%	30 16%	99 16%	56 16%	79 16%	88 15%	41 18%	12 25%	23 18%	31 15%	71 17%	5 10%	42 15%	41 18%	49 18%
South West	73 9%	10 5%	58 9%	28 8%	44 9%	45 8%	23 10%	1 2%	6 5%	22 10%	39 9%	6 12%	31 11%	22 10%	14 -5% n
Yorkshire and Humber	38 5%	13 7%	24 4%	7 -2% c	30 +6% d	28 5%	9 4%	5 +10% g	9 7%	5 2%	19 4%	5 10%	16 6%	12 5%	5 -2% n
Wales	16 2%	0 -0% a	14 2%	11 +3% c	5 -1% d	7 -1% e	7 3%	2 4%	2 2%	4 2%	8 2%	4 +8% k	5 2%	5 2%	2 1%
Middle East	10 1%	4 2%	6 1%	6 2%	4 1%	7 1%	3 1%	1 2%	0 0%	3 1%	3 1%	2 4%	0 -0% l	0 0%	7 +3% n
Africa	1 *%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPP	Not within PFI/PPP	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	841	185	611	347	479	570	226	48	125	210	428	50	289	225	272
Europe (non UK)	24 3%	6 3%	17 3%	8 2%	15 3%	23 +4% e	0 -0% f	3 6%	4 3%	4 2%	11 3%	0 0%	4 1%	4 2%	16 +6% n
South America	4 *%	0 0%	4 1%	2 1%	2 *%	2 *%	2 1%	0 0%	0 0%	1 *%	3 1%	1 2%	1 *%	0 0%	2 1%
Asia	3 *%	0 0%	3 *%	2 1%	1 *%	2 *%	1 *%	0 0%	1 1%	0 0%	0 0%	0 0%	1 *%	1 *%	1 *%
Other international	10 1%	3 2%	6 1%	5 1%	5 1%	5 1%	4 2%	1 2%	2 2%	4 2%	2 -*% j	1 2%	2 1%	4 2%	3 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
	a	b	c	d	e	f	g	*h	*i	*j	k	l	m	
Sample Bases	841	32	223	583	72	107	438	129	11	2	29	46	580	245
East of England	67 8%	4 13%	27 +12% b	36 -6% c	8 11%	7 7%	29 7%	10 8%	1 9%	0 0%	4 14%	5 11%	44 8%	21 9%
London	212 25%	5 16%	51 23%	155 27%	15 21%	29 27%	112 26%	31 24%	4 36%	0 0%	10 34%	9 20%	146 25%	62 25%
Midlands	85 10%	2 6%	20 9%	63 11%	10 14%	5 -5% e	51 12%	13 10%	0 0%	0 0%	3 10%	3 7%	63 11%	19 8%
North East	32 4%	1 3%	13 6%	18 3%	5 7%	5 5%	17 4%	3 2%	0 0%	0 0%	0 0%	2 4%	20 3%	12 5%
North West	72 9%	2 6%	23 10%	47 8%	5 7%	9 8%	39 9%	10 8%	2 18%	1 50%	0 0%	6 13%	48 8%	21 9%
Northern Ireland	7 1%	0 0%	1 *%	6 1%	0 0%	0 0%	2 *%	3 +2% g	0 0%	0 0%	0 0%	2 +4% k	7 1%	0 0%
Scotland	49 6%	0 0%	10 4%	39 7%	5 7%	7 7%	24 5%	5 4%	0 0%	0 0%	1 3%	5 11%	37 6%	12 5%
South East	138 16%	5 16%	31 14%	102 17%	8 11%	22 21%	76 17%	22 17%	0 0%	0 0%	8 28%	2 -4% k	91 16%	46 19%
South West	73 9%	4 13%	21 9%	47 8%	9 13%	10 9%	38 9%	12 9%	1 9%	0 0%	1 3%	2 4%	51 9%	22 9%
Yorkshire and Humber	38 5%	3 9%	13 6%	21 4%	3 4%	7 7%	23 5%	1 -1% g	1 9%	0 0%	1 3%	2 4%	20 -3% l	15 6%
Wales	16 2%	2 6%	3 1%	11 2%	2 3%	2 2%	7 2%	3 2%	0 0%	0 0%	0 0%	2 4%	12 2%	4 2%
Middle East	10 1%	2 +6% a	0 0%	8 1%	0 0%	1 1%	4 1%	4 +3% g	0 0%	0 0%	0 0%	1 2%	10 +2% l	0 -0% m
Africa	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 +1% g	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
Europe (non UK)	24 3%	1 3%	5 2%	18 3%	1 1%	2 2%	11 3%	4 3%	1 9%	1 50%	0 0%	4 +9% k	14 2%	10 4%
South America	4 *%	0 0%	0 0%	4 1%	1 1%	1 1%	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%	4 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM			MEMBERSHIP LEVEL									GENDER	
	Total	Up to 2 years a	2 to 9 years b	9+ years c	Affiliate d	Associate e	Member f	Certified g	Fellow *h	Honorary fellow *i	Corporate member *j	Not a member k	Male l	Female m
Sample Bases	841	32	223	583	72	107	438	129	11	2	29	46	580	245
Asia	3 *%	0 0%	2 1%	1 *%	0 0%	0 0%	0 0%	3 +2% g	0 0%	0 0%	0 0%	0 0%	3 1%	0 0%
Other international	10 1%	1 3%	3 1%	6 1%	0 0%	0 0%	4 1%	3 2%	1 9%	0 0%	1 3%	1 2%	9 2%	1 *%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	841	95	553	193	763	59	717	7	49	16	423	152	104	52
East of England	67 8%	7 7%	38 7%	22 +11% c	63 8%	3 5%	67 +9% f	0 0%	0 -0% h	0 0%	0 -0% j	67 +44% k	0 -0% l	0 -0% m
London	212 25%	33 +35% a	130 24%	49 25%	179 -23% d	25 +42% e	212 +30% f	0 0%	0 -0% h	0 0%	212 +50% j	0 -0% k	0 -0% l	0 -0% m
Midlands	85 10%	7 7%	55 10%	23 12%	81 11%	3 5%	85 +12% f	0 0%	0 -0% h	0 0%	0 -0% j	85 +56% k	0 -0% l	0 -0% m
North East	32 4%	4 4%	22 4%	6 3%	32 4%	0 0%	32 +4% f	0 0%	0 0%	0 0%	0 -0% j	0 -0% k	32 +31% l	0 0%
North West	72 9%	5 5%	57 +10% b	10 5%	71 +9% d	1 2%	72 +10% f	0 0%	0 -0% h	0 0%	0 -0% j	0 -0% k	72 +69% l	0 -0% m
Northern Ireland	7 1%	0 0%	6 1%	1 1%	6 1%	0 0%	0 -0% f	7 100%	0 0%	0 0%	0 -0% j	0 0%	0 0%	0 0%
Scotland	49 6%	7 7%	34 6%	8 4%	48 6%	1 2%	0 -0% f	0 0%	49 +100% h	0 0%	0 -0% j	0 -0% k	0 -0% l	0 0%
South East	138 16%	12 13%	89 16%	37 19%	127 17%	9 15%	138 +19% f	0 0%	0 -0% h	0 0%	138 +33% j	0 -0% k	0 -0% l	0 -0% m
South West	73 9%	6 6%	46 8%	21 11%	70 9%	2 3%	73 +10% f	0 0%	0 -0% h	0 0%	73 +17% j	0 -0% k	0 -0% l	0 -0% m
Yorkshire and Humber	38 5%	9 +9% a	24 4%	5 3%	35 5%	2 3%	38 +5% f	0 0%	0 0%	0 0%	0 -0% j	0 -0% k	0 -0% l	0 0%
Wales	16 2%	2 2%	13 2%	1 1%	16 2%	0 0%	0 -0% f	0 0%	0 0%	16 100%	0 -0% j	0 0%	0 0%	0 0%
Middle East	10 1%	0 0%	8 1%	2 1%	4 -1% d	6 +10% e	0 -0% f	0 0%	0 0%	0 0%	0 -0% j	0 0%	0 0%	10 +19% m
Africa	1 *%	0 0%	1 *%	0 0%	0 -0% d	1 +2% e	0 -0% f	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +2% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	841	95	553	193	763	59	717	7	49	16	423	152	104	52
Europe (non UK)	24 3%	2 2%	16 3%	6 3%	22 3%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 -0%	0 -0%	0 0%	24 +46%
							f				j	k		m
South America	4 *%	0 0%	4 1%	0 0%	4 1%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 -0%	0 0%	0 0%	4 +8%
							f				j			m
Asia	3 *%	0 0%	2 *%	1 1%	0 -0%	3 +5%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 +6%
					d	e	f							m
Other international	10 1%	1 1%	8 1%	1 1%	5 -1%	3 +5%	0 -0%	0 0%	0 0%	0 0%	0 -0%	0 0%	0 0%	10 +19%
					d	e	f				j			m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	841	781	11	546	462	331	367	229	365
East of England	67 8%	63 8%	0 0%	43 8%	41 9%	27 8%	38 +10% f	19 8%	26 7%
London	212 25%	199 25%	3 27%	130 24%	111 24%	81 24%	81 22%	65 28%	96 26%
Midlands	85 10%	79 10%	1 9%	56 10%	54 12%	35 11%	38 10%	25 11%	37 10%
North East	32 4%	31 4%	0 0%	22 4%	15 3%	16 5%	17 5%	11 5%	15 4%
North West	72 9%	67 9%	1 9%	41 8%	41 9%	31 9%	34 9%	16 7%	34 9%
Northern Ireland	7 1%	6 1%	0 0%	4 1%	1 -*% d	4 1%	1 *% f	2 1%	3 1%
Scotland	49 6%	43 6%	1 9%	33 6%	22 5%	17 5%	19 5%	6 -3% g	18 5%
South East	138 16%	129 17%	2 18%	95 17%	84 18%	59 18%	71 +19% f	35 15%	60 16%
South West	73 9%	66 8%	0 0%	54 10%	39 8%	26 8%	38 10%	18 8%	29 8%
Yorkshire and Humber	38 5%	37 5%	0 0%	29 5%	26 6%	13 4%	18 5%	15 7%	17 5%
Wales	16 2%	14 2%	2 18%	12 2%	8 2%	5 2%	7 2%	3 1%	8 2%
Middle East	10 1%	10 1%	0 0%	5 1%	4 1%	3 1%	1 -*% f	5 2%	4 1%
Africa	1 *% f	1 *% f	0 0%	0 0%	1 *% f	0 0%	0 0%	0 0%	0 0%
Europe (non UK)	24 3%	20 3%	1 9%	13 2%	10 2%	8 2%	1 -*% f	3 1%	11 3%
South America	4 *% f	4 1%	0 0%	4 1%	2 *% f	2 1%	1 *% f	2 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any a	None *b	Short courses c	Qualifications d	CPD programme e	Apprenticeships f	Work experience g	Mentoring programme h
Sample Bases	841	781	11	546	462	331	367	229	365
Asia	3 *%	2 *%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%
Other international	10 1%	10 1%	0 0%	4 1%	2 -*%	4 1%	2 1%	3 1%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	841	200	276	99	87	92	33	126	81	3	420	603	764	46
East of England	67 8%	14 7%	26 9%	10 10%	5 6%	3 3%	3 9%	18 +14% g	4 5%	1 33%	37 9%	46 8%	60 8%	6 13%
London	212 25%	55 28%	74 27%	13 -13% c	21 24%	31 +34% e	7 21%	23 18%	23 28%	1 33%	106 25%	148 25%	193 25%	9 20%
Midlands	85 10%	22 11%	28 10%	7 7%	11 13%	11 12%	4 12%	17 13%	15 +19% h	1 33%	46 11%	68 11%	80 10%	2 4%
North East	32 4%	5 3%	12 4%	2 2%	5 6%	1 1%	2 6%	7 6%	2 2%	0 0%	14 3%	23 4%	26 3%	6 +13% m
North West	72 9%	20 10%	20 7%	12 12%	6 7%	5 5%	1 3%	14 11%	9 11%	0 0%	32 8%	56 9%	65 9%	2 4%
Northern Ireland	7 1%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%	2 *%	6 1%	6 1%	1 2%
Scotland	49 6%	14 7%	7 -3% b	15 +15% c	7 8%	6 7%	0 0%	7 6%	4 5%	0 0%	26 6%	38 6%	46 6%	1 2%
South East	138 16%	30 15%	48 17%	19 19%	16 18%	10 11%	7 21%	16 13%	11 14%	0 0%	71 17%	95 16%	128 17%	9 20%
South West	73 9%	10 -5% a	25 9%	13 13%	9 10%	11 12%	1 3%	14 11%	5 6%	0 0%	37 9%	56 9%	67 9%	3 7%
Yorkshire and Humber	38 5%	6 3%	13 5%	3 3%	0 -0% d	3 3%	1 3%	4 3%	1 1%	0 0%	16 4%	23 4%	30 -4% l	4 9%
Wales	16 2%	4 2%	6 2%	2 2%	1 1%	2 2%	0 0%	3 2%	2 2%	0 0%	7 2%	9 1%	13 2%	2 4%
Middle East	10 1%	5 3%	5 2%	1 1%	0 0%	0 0%	4 +12% f	0 0%	0 0%	0 0%	6 1%	5 1%	10 1%	0 0%
Africa	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%
Europe (non UK)	24 3%	8 4%	5 2%	1 1%	5 6%	6 +7% e	1 3%	1 1%	3 4%	0 0%	11 3%	17 3%	22 3%	1 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 52 (continuation)

Which region do you spend most of your time working in?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	*i	j	k	l	m
Sample Bases	841	200	276	99	87	92	33	126	81	3	420	603	764	46
South America	4 *%	0 0%	2 1%	1 1%	0 0%	1 1%	1 +3% f	1 1%	0 0%	0 0%	3 1%	3 *%	4 1%	0 0%
Asia	3 *%	1 1%	1 *%	0 0%	1 1%	1 1%	0 0%	0 0%	1 1%	0 0%	2 *%	3 *%	3 *%	0 0%
Other international	10 1%	4 2%	3 1%	0 0%	0 0%	1 1%	1 3%	0 0%	0 0%	0 0%	3 1%	7 1%	10 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing a	Non-FM organisation b	Within PFI/PPi c	Not within PFI/PPi d	Private e	Public f	1 to 49 g	50 to 249 h	250 to 999 i	1,000+ j	Up to £25k k	£26k to £45k l	£46k to £60k m	£61k+ n
Sample Bases	862	189	625	354	492	581	233	48	126	217	439	52	301	226	276
White - English/ Welsh/Scottish/Northern Irish/ British	696 81%	151 80%	507 81%	273 -77% c	412 +84% d	463 80%	195 84%	38 79%	98 78%	175 81%	367 +84% j	40 77%	239 79%	192 85%	220 80%
White - Irish	37 4%	7 4%	29 5%	15 4%	21 4%	26 4%	10 4%	3 6%	9 7%	7 3%	17 4%	0 0%	10 3%	11 5%	16 6%
Any other white background	52 6%	13 7%	36 6%	27 8%	23 5%	40 7%	9 4%	2 4%	11 9%	15 7%	23 5%	6 12%	22 7%	10 4%	13 5%
Mixed/multiple ethnic groups - White and black Caribbean	3 *%	1 1%	2 *%	2 1%	1 *%	2 *%	1 *%	0 0%	0 0%	2 1%	1 *%	0 0%	0 0%	1 *%	2 1%
Mixed/multiple ethnic groups - White and Asian	2 *%	1 1%	1 *%	1 *%	1 *%	1 *%	1 *%	0 0%	0 0%	2 +1% i	0 0%	0 0%	0 0%	0 0%	2 +1% n
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	4 *%	0 0%	3 *%	3 1%	0 -0% d	3 1%	0 0%	1 2%	0 0%	0 0%	3 1%	0 0%	1 *%	1 *%	2 1%
Asian/Asian British - Indian	13 2%	5 3%	7 1%	7 2%	6 1%	9 2%	3 1%	0 0%	2 2%	2 1%	5 1%	3 +6% k	5 2%	0 -0% m	4 1%
Asian/Asian British - Pakistani	3 *%	1 1%	2 *%	3 +1% c	0 -0% d	2 *%	1 *%	0 0%	1 1%	0 0%	2 *%	0 0%	1 *%	1 *%	1 *%
Asian/Asian British - Bangladeshi	2 *%	0 0%	2 *%	1 *%	1 *%	1 *%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	1 *%
Asian/Asian British - Chinese	5 1%	1 1%	2 *%	1 *%	4 1%	2 *%	1 *%	1 2%	2 2%	1 *%	1 *%	0 0%	1 *%	2 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	TYPE OF ORGANISATION			PFI/PPP ROLE		SECTOR TYPE		NO. OF EMPLOYEES (IN UK)				SALARY BAND			
	Total	FM Provider/ outsourcing	Non-FM organisation	Within PFI/PPPI	Not within PFI/PPPI	Private	Public	1 to 49	50 to 249	250 to 999	1,000+	Up to £25k	£26k to £45k	£46k to £60k	£61k+
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Sample Bases	862	189	625	354	492	581	233	48	126	217	439	52	301	226	276
Asian/Asian British - Any other Asian background	3 *%	1 1%	2 *%	1 *%	2 *%	2 *%	1 *%	0 0%	0 0%	1 *%	1 *%	0 0%	1 *%	1 *%	1 *%
Black/African/Caribbean/Black British - African	5 1%	0 0%	4 1%	3 1%	2 *%	3 1%	1 *%	0 0%	1 1%	3 1%	1 *%	0 0%	5 +2% l	0 0%	0 0%
Black/African/Caribbean/Black British - Caribbean	16 2%	3 2%	12 2%	8 2%	8 2%	13 2%	2 1%	1 2%	1 1%	5 2%	8 2%	1 2%	9 3%	1 *%	5 2%
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
Other ethnic group - Arab	1 *%	1 1%	0 0%	0 0%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%
Other ethnic group - Any other ethnic group	2 *%	0 0%	2 *%	1 *%	1 *%	0 -0% e	2 +1% f	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 *%	1 *%
Prefer not to say	17 2%	4 2%	13 2%	7 2%	9 2%	13 2%	4 2%	2 4%	1 1%	3 1%	8 2%	2 4%	6 2%	3 1%	6 2%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m,n ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	862	32	230	595	75	108	451	130	11	2	30	48	597	249
White - English/ Welsh/Scottish/Northern Irish/British	696 81%	21 -66% a	177 77%	494 +83% c	59 79%	89 82%	379 +84% f	96 -74% g	9 82%	1 50%	23 77%	35 73%	490 82%	193 78%
White - Irish	37 4%	1 3%	11 5%	25 4%	3 4%	3 3%	18 4%	7 5%	1 9%	0 0%	0 0%	4 8%	24 4%	13 5%
Any other white background	52 6%	5 +16% a	21 +9% b	25 -4% c	8 11%	8 7%	23 5%	6 5%	0 0%	1 50%	3 10%	3 6%	27 -5% l	24 +10% m
Mixed/multiple ethnic groups - White and black Caribbean	3 *%	0 0%	1 *%	2 *%	0 0%	0 0%	2 *%	1 1%	0 0%	0 0%	0 0%	0 0%	1 *%	2 1%
Mixed/multiple ethnic groups - White and Asian	2 *%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 +3% j	0 0%	2 *%	0 0%
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	4 *%	0 0%	2 1%	2 *%	1 1%	1 1%	0 -0% f	2 2%	0 0%	0 0%	0 0%	0 0%	2 *%	2 1%
Asian/Asian British - Indian	13 2%	2 +6% a	2 1%	9 2%	0 0%	0 0%	5 1%	5 +4% g	0 0%	0 0%	2 +7% j	1 2%	12 2%	1 *%
Asian/Asian British - Pakistani	3 *%	0 0%	1 *%	2 *%	0 0%	1 1%	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%	2 *%	1 *%
Asian/Asian British - Bangladeshi	2 *%	0 0%	2 +1% b	0 -0% c	0 0%	0 0%	0 0%	1 1%	1 9%	0 0%	0 0%	0 0%	2 *%	0 0%
Asian/Asian British - Chinese	5 1%	0 0%	1 *%	4 1%	0 0%	1 1%	1 *%	3 +2% g	0 0%	0 0%	0 0%	0 0%	3 1%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	YEARS WORKING IN FM				MEMBERSHIP LEVEL								GENDER	
	Total	Up to 2 years	2 to 9 years	9+ years	Affiliate	Associate	Member	Certified	Fellow	Honorary fellow	Corporate member	Not a member	Male	Female
		a	b	c	d	e	f	g	*h	*i	j	k	l	m
Sample Bases	862	32	230	595	75	108	451	130	11	2	30	48	597	249
Asian/Asian British - Any other Asian background	3 *%	0 0%	2 1%	1 *%	0 0%	1 1%	1 *%	1 1%	0 0%	0 0%	0 0%	0 0%	2 *%	1 *%
Black/African/Caribbean/Black British - African	5 1%	1 3%	2 1%	2 *%	1 1%	1 1%	1 *%	1 1%	0 0%	0 0%	0 0%	1 2%	4 1%	1 *%
Black/African/Caribbean/Black British - Caribbean	16 2%	2 6%	2 1%	12 2%	1 1%	1 1%	8 2%	2 2%	0 0%	0 0%	1 3%	2 4%	10 2%	6 2%
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 +1% g	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%
Other ethnic group - Arab	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 +1% g	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
Other ethnic group - Any other ethnic group	2 *%	0 0%	0 0%	2 *%	0 0%	0 0%	0 0%	2 +2% g	0 0%	0 0%	0 0%	0 0%	2 *%	0 0%
Prefer not to say	17 2%	0 0%	5 2%	12 2%	2 3%	2 2%	11 2%	0 0%	0 0%	0 0%	0 0%	2 4%	13 2%	2 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	862	97	562	203	785	60	716	6	49	16	423	152	104	51
White - English/ Welsh/Scottish/Northern Irish/British	696 81%	77 79%	441 -78%	178 +88%	696 +89%	0 -0%	589 +82%	4 67%	48 +98%	15 94%	324 -77%	132 +87%	99 +95%	18 -35%
			b	c	d	e	f	h		j	k	l	m	
White - Irish	37 4%	3 3%	26 5%	8 4%	37 5%	0 0%	21 -3%	2 33%	0 0%	0 0%	18 4%	0 -0%	2 2%	14 +27%
				c	d	e	f			j	k	l	m	
Any other white background	52 6%	8 8%	38 7%	6 -3%	52 +7%	0 -0%	48 7%	0 0%	0 0%	1 6%	34 +8%	12 8%	2 2%	3 6%
				d	e					j				
Mixed/multiple ethnic groups - White and black Caribbean	3 *%	0 0%	3 1%	0 0%	0 -0%	3 +5%	3 *%	0 0%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%
				d	e									
Mixed/multiple ethnic groups - White and Asian	2 *%	0 0%	2 *%	0 0%	0 -0%	2 +3%	2 *%	0 0%	0 0%	0 0%	2 *%	0 0%	0 0%	0 0%
				d	e									
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	4 *%	1 1%	3 1%	0 0%	0 -0%	4 +7%	4 1%	0 0%	0 0%	0 0%	4 +1%	0 0%	0 0%	0 0%
				d	e					j				
Asian/Asian British - Indian	13 2%	0 0%	10 2%	3 1%	0 -0%	13 +22%	6 -1%	0 0%	0 0%	0 0%	4 1%	1 1%	0 0%	7 +14%
				d	e		f							m
Asian/Asian British - Pakistani	3 *%	0 0%	2 *%	1 *%	0 -0%	3 +5%	3 *%	0 0%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%
				d	e									
Asian/Asian British - Bangladeshi	2 *%	0 0%	2 *%	0 0%	0 -0%	2 +3%	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 +2%
				d	e									m
Asian/Asian British - Chinese	5 1%	0 0%	4 1%	1 *%	0 -0%	5 +8%	2 -*%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	2 +4%
				d	e		f							m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	AGE			ETHNICITY		NATION/REGION								
	Total	18 to 35	36 to 55	56+	White	BME	England	Northern Ireland	Scotland	Wales	South (England)	Midlands (England)	North (England)	Overseas
	a	b	c	d	e	f	*g	h	*i	j	k	l	m	
Sample Bases	862	97	562	203	785	60	716	6	49	16	423	152	104	51
Asian/Asian British - Any other Asian background	3 *%	1 1%	2 *%	0 0%	0 -0% d	3 +5% e	2 *%	0 0%	1 +2% h	0 0%	1 *%	1 1%	0 0%	0 0%
Black/African/Caribbean/Black British - African	5 1%	2 +2% a	3 1%	0 0%	0 -0% d	5 +8% e	4 1%	0 0%	0 0%	0 0%	3 1%	0 0%	1 1%	1 2%
Black/African/Caribbean/Black British - Caribbean	16 2%	2 2%	10 2%	4 2%	0 -0% d	16 +27% e	16 2%	0 0%	0 0%	0 0%	12 +3% j	4 3%	0 0%	0 0%
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1 *%	0 0%	1 *%	0 0%	0 -0% d	1 +2% e	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
Other ethnic group - Arab	1 *%	0 0%	1 *%	0 0%	0 -0% d	1 +2% e	0 -0% f	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +2% m
Other ethnic group - Any other ethnic group	2 *%	0 0%	0 0%	2 +1% c	0 -0% d	2 +3% e	1 *%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	1 +2% m
Prefer not to say	17 2%	3 3%	14 2%	0 -0% c	0 -0% d	0 0%	13 2%	0 0%	0 0%	0 0%	11 3%	2 1%	0 0%	3 +6% m

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
		a	*b	c	d	e	f	g	h
Sample Bases	862	797	11	556	471	336	369	232	369
White - English/Welsh/Scottish/Northern Irish/British	696 81%	641 80%	8 73%	462 +83% c	398 +85% d	283 +84% e	313 +85% f	176 -76% g	315 +85% h
White - Irish	37 4%	35 4%	0 0%	21 4%	18 4%	16 5%	6 -2% f	9 4%	15 4%
Any other white background	52 6%	49 6%	2 18%	29 5%	20 -4% d	12 -4% e	22 6%	23 +10% g	17 5%
Mixed/multiple ethnic groups - White and black Caribbean	3 *0%	3 *0%	0 0%	1 *0%	1 *0%	2 1%	2 1%	1 *0%	3 +1% h
Mixed/multiple ethnic groups - White and Asian	2 *0%	2 *0%	0 0%	2 *0%	2 *0%	1 *0%	2 1%	1 *0%	2 1%
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	4 *0%	4 1%	0 0%	2 *0%	3 1%	1 *0%	3 1%	0 0%	1 *0%
Asian/Asian British - Indian	13 2%	12 2%	0 0%	7 1%	5 1%	4 1%	4 1%	5 2%	4 1%
Asian/Asian British - Pakistani	3 *0%	3 *0%	0 0%	2 *0%	0 0%	0 0%	1 *0%	1 *0%	0 0%
Asian/Asian British - Bangladeshi	2 *0%	2 *0%	0 0%	1 *0%	1 *0%	1 *0%	0 0%	1 *0%	2 1%
Asian/Asian British - Chinese	5 1%	5 1%	0 0%	1 - *0% c	0 -0% d	1 *0%	0 0%	2 1%	1 *0%
Asian/Asian British - Any other Asian background	3 *0%	2 *0%	0 0%	2 *0%	2 *0%	1 *0%	1 *0%	1 *0%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	CPD PROVISION								
	Total	Any	None	Short courses	Qualifications	CPD programme	Apprenticeships	Work experience	Mentoring programme
	a	*b	c	d	e	f	g	h	
Sample Bases	862	797	11	556	471	336	369	232	369
Black/African/Caribbean/Black British - African	5 1%	5 1%	0 0%	3 1%	2 *%	1 *%	2 1%	1 *%	1 *%
Black/African/Caribbean/Black British - Caribbean	16 2%	15 2%	0 0%	13 2%	9 2%	5 1%	6 2%	5 2%	2 -1% h
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1 *%	1 *%	0 0%	1 *%	1 *%	0 0%	0 0%	1 *%	1 *%
Other ethnic group - Arab	1 *%	1 *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%
Other ethnic group - Any other ethnic group	2 *%	2 *%	0 0%	2 *%	2 *%	1 *%	1 *%	1 *%	0 0%
Prefer not to say	17 2%	15 2%	1 9%	7 -1% c	6 1%	7 2%	6 2%	4 2%	5 1%

Columns tested against total minus each column: a,b,c,d,e,f,g,h ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	Total	QUALIFICATIONS												
		Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
		a	b	c	d	e	f	g	h	i	j	k	l	m
Sample Bases	862	205	283	103	89	93	33	133	81	3	430	621	786	45
White - English/ Welsh/Scottish/Northern Irish/British	696 81%	155 -76% a	234 83%	97 +94% c	74 83%	61 -66% e	22 -67% f	113 85%	68 84%	2 67%	354 82%	503 81%	635 81%	36 80%
White - Irish	37 4%	10 5%	11 4%	1 1%	4 4%	6 6%	1 3%	1 -1% g	2 2%	0 0%	17 4%	25 4%	33 4%	3 7%
Any other white background	52 6%	14 7%	11 4%	1 -1% c	3 3%	8 9%	3 9%	10 8%	4 5%	1 33%	17 -4% j	40 6%	46 6%	3 7%
Mixed/multiple ethnic groups - White and black Caribbean	3 *%	1 *%	1 *%	0 0%	0 0%	1 1%	0 0%	0 0%	1 1%	0 0%	1 *%	3 *%	3 *%	0 0%
Mixed/multiple ethnic groups - White and Asian	2 *%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	1 -1% l	1 +2% m
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	4 *%	1 *%	0 0%	0 0%	0 0%	2 +2% e	0 0%	1 1%	1 1%	0 0%	2 *%	3 *%	4 1%	0 0%
Asian/Asian British - Indian	13 2%	5 2%	6 2%	0 0%	1 1%	3 3%	3 +9% f	1 1%	0 0%	0 0%	6 1%	8 1%	12 2%	0 0%
Asian/Asian British - Pakistani	3 *%	2 1%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	2 *%	1 *%	3 *%	0 0%
Asian/Asian British - Bangladeshi	2 *%	1 *%	1 *%	0 0%	0 0%	2 +2% e	0 0%	0 0%	0 0%	0 0%	2 *%	1 *%	2 *%	0 0%
Asian/Asian British - Chinese	5 1%	4 +2% a	2 1%	0 0%	0 0%	3 +3% e	1 3%	0 0%	0 0%	0 0%	3 1%	5 1%	5 1%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total

Table 53 (continuation)

How would you describe your ethnic group or background?

Base: All Respondents (Valid Responses)

Column	QUALIFICATIONS													
	Total	Any BA/ BSc	Any BIFM	Any HNC	Any HND	Any MA/ MSc	Any MBA	Any NVQ	Any post-grad	Any PhD or equiv	Any FM quals	Any non-FM quals	Any quals	No quals
	a	b	c	d	e	f	g	h	i	j	k	l	m	
Sample Bases	862	205	283	103	89	93	33	133	81	3	430	621	786	45
Asian/Asian British - Any other Asian background	3 *%	1 *%	1 *%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	2 *%	3 *%	3 *%	0 0%
Black/African/Caribbean/Black British - African	5 1%	3 1%	3 1%	0 0%	0 0%	2 +2% e	0 0%	1 1%	0 0%	0 0%	3 1%	4 1%	5 1%	0 0%
Black/African/Caribbean/Black British - Caribbean	16 2%	3 1%	6 2%	0 0%	2 2%	2 2%	1 3%	2 2%	1 1%	0 0%	10 2%	8 -1% k	13 2%	2 4%
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1 *%	1 *%	1 *%	0 0%	0 0%	1 +1% e	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%	1 *%	0 0%
Other ethnic group - Arab	1 *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%	1 *%	0 0%
Other ethnic group - Any other ethnic group	2 *%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	1 1%	1 +1% h	0 0%	2 *%	2 *%	2 *%	0 0%
Prefer not to say	17 2%	3 1%	3 1%	3 3%	4 4%	1 1%	2 6%	3 2%	2 2%	0 0%	6 1%	13 2%	17 2%	0 0%

Columns tested against total minus each column: a,b,c,d,e,f,g,h,i,j,k,l,m ; Column tested against total