Government Soft Landings

Who’s this really all about?
What a Hard Landing looks like...

While this server unit might be the designer’s dream come true...

... it’s a nightmare for the maintenance team!

... A nice idea to have commuters waiting in natural daylight. However, if they can’t see their departure boards because of the sun then they’ll probably blame the idiotic hole in the roof when they miss their trains and connections...
A disjointed, uninformed design and construction process leads to an unhappy property asset user...

Meet Unhappy Humphrey...

The first day at our new office was horrendous as no one knew how to work the new security system so we were left standing outside.

The queues in my local train station run right across the entrance to the station, which is a nightmare to get through every morning on my way to work.

My new office came equipped with state of the art energy management technology so why are the energy bills three times more expensive than they would be without the new gadgets?

The wavy textured designer wall in local community centre looked fantastic for a few months but they cannot clean it.

The toilets in our local library don’t flush if more than one are used in quick succession.

They can’t turn the lights OFF in my children’s school!
What a Soft Landing looks like...

The designers of the London 2012 Velodrome attribute the fact that they were able to create the fastest indoor cycle track in the world to the early consultation they conducted with Sir Chris Hoy and his team, who were recognised as the ultimate end users of the facility.

In 2005 Barclays new HQ in Canary Wharf won the BIFM customer services award, which was attributed to the fact that an facilities management specialist was engaged in the earliest stages of the design project and saw the work through to full occupation.
A streamlined, well-informed design and construction process leads to a happy property asset user...

Meet Happy Henry...

The new layout of my local train station is so efficient that I never seem to queue.

My work space is so well designed it has helped improve productivity of the whole team.

We couldn’t afford the expensive seats at the concert we went to but the sound quality was still amazing and our view was unobstructed.

When I am working in our new office, I never have to look far for a power socket for my laptop and mobile phone charger as they are situated in convenient places.

The reception area in our local council is so well designed that you always feel like you are at the front of the queue.

The new signage at our local hospital helped me get to the maternity unit just in time to see my son being born.

The new storage system at work looks really classy and it’s so practical too – everything we need is right at our fingertips and visitors are always commenting on how nice it is to be in a well designed space.
GSL policy – launched Sept 2012

Delivering alignment of design and construction with operation and asset management. Based on the BSRIA Soft Landings Framework to ensure GSL applied to project stages:

1. Inception and briefing
2. Design Development
3. Construction
4. Commissioning, Training & Handover
5. In Use & Aftercare 1-3 years after handover

GSL Process

Review new design requirements and expectations through feedback

0. Define outcomes and measures of success
1. Asset Design & Construction
   - Plan, Design & Construction
2. Asset Design & Construction
   - Portfolio Planning, Benchmarks
3. Asset Design & Construction
   - Establish Objectives & KPIs, Opex Budget
4. Asset Design & Construction
   - Test and model, Operational Strategy
5. Asset Design & Construction
   - Check and confirm plans and assumptions, Market Engagement, Sourcing
P2. Asset Design & Construction
   - Handover, Training & Mobilisation
P3. Asset Design & Construction
   - Monitor and Evaluate - POE Yr. 1
   - Fully incorporate and explain - POE Yr. 2

Collect and compare actual operational performance against planned targets

Client decision points

Information exchange points

Asset Design & Construction
- Design & Construction, Commissioning, Training & Handover

Measures
- Financial Performance
- Functionality & Effectiveness
- Environment

Asset Operations
- Asset/Facilities Management

Define outcomes and measures of success

Identify & deliver user/operator needs
Customers are not getting the assets and outcomes they need or wanted?

Dropping the baton at key stages

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The GSL accountability landscape
Meet Pam...

Pam is a public sector Property Asset Management (PAM) specialist who will become the GSL Champion when it is time to reconfigure one of the property assets she looks after.

**Vital Characteristics**

**Do you know someone who could step into Pam’s shoes or be on her team?**

**Essential**
- Professionally accountable to the UK taxpayer
- Official member of the GSL cross-government, cross-policy network
- Has a full understanding of the asset’s history and future

**Desirable**
- Responsible for managing all data associated with the asset
- Local knowledge of governance/infrastructure supporting the asset
- Cultural understanding for communities that use the asset

**Useful**
- Expert understanding of industry benchmarking
- Detailed understanding of industry and international best practice
- Experience managing or working closely with the asset
Finding your GSL Champion

The diagram below demonstrates that the GSL lead will vary depending on the specific nature of the project and the sector of the industry you are operating in.

Jim the Janitor
Community Services

Betty the Bursar
Education

Eric the Head of Estates or Property Assets
Estates

Fiona the Facilities Manager
Buildings

Alan the Asset Manager
Property

Mike the Maintenance Manager
Infrastructure

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BIM4FM provides a forum for FM industry bodies to input and develop appropriate use of BIM for benefit of FM and support implementation of Government Soft Landings (GSL) across the asset lifecycle.

How far into the future do you think it will be before BIM plays a key part in your role?

- 20% Already Relevant
- 12% Within a Year
- 28% 2-3 years
- 20% 3-5 years
- 8% 5-10 years
- 3% 10+ years
- 9% I don’t believe it is relevant
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How do you think your company will use BIM?
- 84% Life-cycle management
- 82% Improve efficiencies
- 69% Cost reductions

How would you like to see BIM supporting FM?
Life-cycle management - 75%
- Improve efficiencies - 68%
- Reporting data - 62%
- Benchmarking metrics - 53%
GSL timeline

2011: GSL Task Group Formed
2012: GSL Policy Approved
2013: GSL Guidance Documents Published
2014: PAS1192.3 Published
2015: Embedded in government departments
2016: Mandated for all Government Projects
Government Soft Landings (GSL)

Thank you for visiting the Government Soft Landings (GSL) micro-site.

This site will provide you with an overview of GSL and how it works. It will be updated to support your implementation of GSL.

The Government objective is to champion better outcomes for our built assets during the design and construction stages through Government Soft Landings (GSL) powered by a Building Information Model (BIM) to ensure that value is achieved in the operational lifecycle of an asset.

http://www.bimtaskgroup.org/gsl
Take part in our 5 min GSL survey

We’re conducting a survey during the 2013 Government Construction Summit so we can understand the level to which the construction and design industries understand GSL policy and the impact it will have on their businesses from 2016.

We are also taking the opportunity to capture case studies from across the world that provide best and worst practice so that we can compile guidance that helps everyone achieve softer landings in future.

A selection of the soft landing examples we learn about will be written up into case studies and used in our communications programme. While the lessons learned from the hard landings will be used to create top tips and advice papers that will ensure those who have shared their bad experiences can remain anonymous.

The web link or QR code below will take you to the online survey.

https://www.surveymonkey.com/s/GSL_GCS_Survey