



**Did you know that the speed of light is 186,282.397 miles per second in a vacuum? Or that the highest recorded temperature in the UK was 38.5°C in Brogdale, Kent in 2003? And in 2001, 390,000 of the 52m people in England and Wales wrote 'Jedi' in the religion section of their census form?**

Probably not, but everyone has one or two statistical gems up their sleeves to impress friends and family.

People use statistics in different ways. They're great in proposals and presentations, and often come in handy down the pub. There are those who have the capacity to memorise more statistics, facts and figures than all of the people at Guinness put together. For the rest of us, there is the Office for National Statistics (ONS) to help out.

ONS is the executive office of the UK Statistics Authority, and the UK government's single largest statistical producer. ONS compiles information about the UK's society and economy which provides evidence for policy and decision making, and for directing resources to where they are needed most. The ten-yearly census, measures of inflation, the National Accounts, and population and migration statistics are some of their high profile outputs.

ONS was formed on 1 April 1996 by the merger of the Central Statistical Office and the Office for Population, Census and Surveys. Following the Statistics and Registration Services Act 2007, the UK Statistics Authority became a non-ministerial department, reporting directly to Parliament from 1 April 2008.

That same month MITIE was awarded a five-year contract to deliver facilities management to ONS' portfolio of offices across England and Wales, including their Head Office at Newport.

Our integrated facilities management service to ONS includes looking after their catering, cleaning, distribution and portering, grounds maintenance, help desk, project management, security and reception services. Our sustainability specialists are working at a more strategic level in partnership with ONS to improve their energy efficiency and reduce their environmental impact.

#### A MITIE good team

MITIE's team at ONS is headed up by Mark Davies, an expert in the first-class delivery of FM services for a variety of clients in both the public and private sectors. Mark manages our team of around 100 people, including some who've transferred from within ONS. Everyone on the contract is dedicated to delivering an exceptional quality of service. They've got off to a flying start, already retaining ISO 14001 accreditation at their Myddelton Street site in London.

Teamwork is essential on such a large contract with the huge variety of services involved, Mark comments: "No two days are the same... we manage and maintain the various buildings and facilities across the ONS estate. We deliver services 24hrs a day, seven days a week. From the preparation of breakfast in the morning, space planning internal moves in the afternoon, to ensuring the security of ONS' buildings at night."

#### Attention to detail

Our team is always on the look-out for ways to save our clients money and improve services and operations. They don't hang around; Mark and his team are currently looking at improving the ONS restaurant offering having already made some cosmetic changes to uniforms and signage. "We are now looking at the development of new lines in the shop, more promotions and better restaurant and hospitality menus. We have also introduced more effective, efficient cleaning equipment at all sites, using the latest innovative techniques and equipment to ensure a safe and clean environment."

#### Integration and innovation

MITIE's FM team know a thing or two about delivering a world-class service and how the helpdesk is often the heartbeat of any successful contract. So, after a seamless mobilisation we're carrying out a full upgrade of the facilities helpdesk software and reporting systems – to give us better visibility of data and management information.

While we won't be looking into high street trends, we'll be conducting our own statistical analysis to make sure we're not only meeting our targets, but exceeding them. This year we'll also be introducing a more innovative use of security technology to keep their sites safe for staff and visitors alike. Working together with ONS is a fantastic opportunity for MITIE and when the next census comes around in 2011, we're sure ONS will be thinking about MITIE's stars and not the UK's increase in Jedis from Star Wars!