

The 2026 UK Facilities Market Report: Overcoming Staff Shortages & Quality Gaps with Technology

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The UK facilities management (FM) market stands at a pivotal moment, poised for growth yet challenged by a “perfect storm” of pressures impacting budgets, teams, and client relationships.

An independent market research study, conducted by [askporter](#), surveyed 250 senior FM leaders to pinpoint their most common hurdles. The clear takeaway is that the path to a more efficient, profitable, and trusted FM operation requires strategic technology adoption.

Here are the key findings from the report, “*Overcoming Staff Shortages & Quality Gaps with Technology*”:

The Challenge: A Culture of “Firefighting”

FM teams are often stuck in a cycle of constant crisis management. A staggering 73% of teams report resorting to reactive problem-solving on a weekly basis. This reactive culture, fuelled by a lack of real-time insights, leads to a high percentage of missed Service Level Agreements (SLAs). This not only damages the bottom line but actively erodes client trust and confidence. Time spent on unplanned, reactive work consumes a significant portion of the operational budget, taking teams away from high-value tasks like preventative maintenance and strategic planning.

The Labour Crisis Demands a New Approach

The FM industry is facing a dual threat: a skilled labour shortage and the loss of institutional knowledge

from a retiring workforce. Over two-thirds (68%) of FM leaders find it challenging to hire and retain skilled staff. The traditional answer – simply increasing wages – is not sustainable. The real solution lies in empowering the existing workforce with technology. By automating low-value administrative tasks, companies can make roles more efficient and attractive, allowing skilled teams to focus on the essential work that truly requires their expertise.

The Trust Paradox: Closing the Client Confidence Gap

There is a significant disconnect between internal perception and client reality. While 85% of leaders are confident that their clients have visibility into completed tasks (such as cleaning), 67% of those same leaders report that clients frequently threaten not to renew contracts due to *perceived* quality issues. This highlights a critical “trust gap.” Internal reports mean little if the client doesn’t believe them. The solution is full transparency, providing real-time, verifiable work logs, photos, and updates to build client confidence and protect revenue.

The problems of disconnected systems, reactive culture, labour shortages, and client trust are not isolated; they are interconnected issues requiring a holistic approach. The most successful organizations will be those that embrace an “integration-first” strategy, using technology to unify their systems, empower their teams, and build lasting client relationships.

To get the full picture and learn how to position your organisation for success in 2026, download the complete [market report](#).