

Why isn't it Fixed Yet? Arcus FM Calls for Action on the FM Skills Gap

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[Arcus FM](#) has launched a new whitepaper calling for urgent, coordinated action to address the technical skills gap in facilities management.

The whitepaper, '*Why Isn't It Fixed Yet? The Skills Gap in FM and How it Impacts Operational Resilience*', argues that the sector has recognised the issue for years, but has not responded with the level of ownership, coordination or investment required.

Arcus warns that the skills gap is no longer simply a workforce challenge. It is placing pressure on operational resilience, service continuity, compliance and the long-term capability needed to keep complex estates running safely and effectively.

The whitepaper calls for clearer accountability across government, industry bodies, customers and providers. It also highlights that while FM providers have a responsibility to invest in people, training and progression, they cannot be expected to solve a sector-wide issue alone.

Theresa Bell, Chief Commercial Officer at Arcus FM, said: "The technical skills gap is not new, and the warning signs have been visible for years. The question is why it has not been fixed yet.

"The answer is that the response has been too fragmented. Providers can and should invest in capability, as we have, but no single organisation can rebuild the sector's technical workforce on its own.

"We need clearer ownership from government and industry bodies, and we need procurement models that recognise the long-term value of workforce investment. Without coordinated action, the sector will continue competing for the same limited pool of engineers rather than creating the capability it needs."

The whitepaper sets out how the technical skills gap emerged, the impact it is having on providers and customers, and where responsibility must sit for meaningful change to happen.

It also shares Arcus' own response as a practical example for the sector, including its investment in structured technical pathways, internal progression and inclusive routes into skilled careers.

Theresa added: "At Arcus, we are taking action because we believe responsibility cannot be deferred. We are investing in training, progression and technical capability from within, but this has to be part of a wider sector response.

"This whitepaper is a call to action. We want to show what practical investment can look like, while being clear that lasting change will require government, industry bodies, customers and providers to work with greater intent."

The whitepaper is available to download on arcusfm.com or by clicking [here](#).
