

Report To:	Education and Communities Committee	Date:	12 March 2019
Report By:	Corporate Director Education, Communities & Organisational Development	Report No:	EDUCOM/21/19/RB
Contact Officer:	Ruth Binks	Contact No:	01475 712761
Subject:	Facilities Management		

1.0 PURPOSE

- 1.1 The purpose of the report is to outline to the Committee the services provided within Facilities Management.

2.0 SUMMARY

- 2.1 Facilities Management have 5 services within the remit as follows:

- Catering Services
- Cleaning Services
- Janitorial Services
- Let Officers
- Public Conveniences

- 2.2 There is currently a Management Team of:

- 1 Service Manager(until 31 March 2019)
- 1 Team Leader
- 2 Cluster Officers
- 1 Hungry For Success Co-ordinator 0.5 FTE
- 3 admin staff = 2.41 FTE

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee notes the functions undertaken by Facilities Management.

Ruth Binks
Corporate Director
Education, Communities & Organisational Development

4.0 BACKGROUND

- 4.1 Facilities Management provides Catering & Cleaning Services and Janitorial services internally throughout Inverclyde Council, HSCP and to external customers.
- 4.2 Facilities Management, as part of an approved authority restructure in 2006/07, replaced the three services formerly known as Catering, Cleaning and Janitorial.
- 4.3 The key responsibilities of Facilities Management are::
- Delivery and management of catering services within the authority including schools, pre five centres and adult centres.
 - Providing a Building Cleaning service, which includes maintaining efficient and effective cleaning services within authority properties.
 - Co-ordination and delivery of Janitorial services. This also includes providing a Janitorial, Caretaking and Let Officer service.
 - Providing a cleaning service to the Public Conveniences.

5.0 CURRENT POSITION

5.1 The Services and budget within Facilities Management is detailed in the table below

Service	Number of Posts	Details of posts	Annual Expenditure Budget
Catering	196	Catering Managers, Cooks, Assistant Cooks, Catering Assistants	£3,296,640
Cleaning	214	Cleaning Supervisors, Cleaners	£1,853,380
Janitorial / Let Officers	62	Senior Janitor, Sole Janitor, Caretaker/Cleaner, Caretaker/Driver, Let Officers	£1,153,770
Public Conveniences	3		£130,880
FM Management Team	8	Details in summary	£274,740
Total	480		£6,709,410

5.2 PERFORMANCE MONITORING

Catering

Staff ratios based on number of meals prepared as per staffing recommendation for both primary and secondary schools (see undernoted table).

DAILY PRODUCTION HOURS	TOTAL HOURS PER ESTABLISHMENT
126-150	105
151-175	112.5
176-225	132.5
226 -275	157.5
276 - 325	190
326 - 375	202.5
376 - 399	215
400 - 425	227.5
426 - 475	235
476- 525	267.5
526 - 575	280
576 - 725	305

Measured against Association for Public Service Excellence (APSE) and KPIs, the Catering Service was nominated as a finalist for the APSE Performance award for Most Improved Catering for 17/18.

The Service reporting and evaluation mechanisms include the following:

- Uptake of free school meals (P1-3 provision) via Inverclyde Performs on a quarterly basis.
- Staffing costs including management and front line staff with absence management in conjunction with H.R.
- Food/milk provisions and income generated.
- Waste generated at site is recorded and monitored.
- An annual customer satisfaction survey is carried out and regular client liaison meetings undertaken to ensure standards are being met.
- Internal audits in relation to Cooksafe regulations are carried out throughout the year to ensure compliance with Food Safety Regulations. The Council's Food Safety Team also undertakes regular unannounced audits.

Cleaning

The number of staff is based on latest productivity formulae in comparison with private sector and agreed at CMT at the following levels:

Primary schools - $m^2 / 180.85 \times 5 =$ weekly hours

Secondary schools - $m^2 / 210 \times 5 =$ weekly hours

Offices - $m^2 / 250 \times 5 =$ weekly hours.

Measured against APSE KPIs :

The Cleaning Service was nominated at a Finalist for the APSE Performance Networks Award for 17/18. Inverclyde Cleaning won this award.

Staffing costs including management and front line staff are regularly monitored as well as customer satisfaction and absence levels. Regular client liaison meetings are undertaken to ensure standards are being met and ad hoc inspections carried out by Cluster Officers.

Janitorial

Primary schools are staffed with one janitor per school. Secondary schools are staffed with one Senior Janitor and one Janitor. There are three Relief Janitors which are based in Secondary Schools when not required for cover. Annual customer surveys and ongoing client meetings are carried out.

Regular client liaison meetings are undertaken to ensure standards are being met and ad hoc inspections carried out by the Facilities Team Leader.

Let Officers

Staffing is based on agreement at CMT Level. There are currently 9 part time Let Officers (197 hours per week) covering lets in schools.

Public Conveniences

Staffing based is on agreement at SMT Level. There are currently 3 FTE Toilet attendants covering the 8 Public Conveniences in Inverclyde.

6.0 IMPLICATIONS

6.1 Finance

Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

6.2 Legal

There are no direct legal implications arising from this report.

6.3 Human Resources

There are no direct human resource implications arising from this report.

6.4 Equalities

Has an Equality Impact Assessment been carried out?

No

This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

6.5 Repopulation

There are no direct repopulation implications arising from this report.

7.0 CONSULTATIONS

7.1 N/A

8.0 CONCLUSIONS

8.1 N/A

9.0 BACKGROUND PAPERS

9.1 There are no background papers relevant to this report.