

Community Resources Trading Services

Facilities Management Trading Services Performance Review

1 Absence Management

- 1.1 The cumulative average from April 2009 for Catering, Cleaning and Janitorial is provided in Table 1 together with a comparison with previous years' annual figures.

Table 1: Analysis of Absence – by Service

	Catering	Cleaning	Janitors	Total	Lost Days	Number of Absences
Average 2005/06	3.37%	4.93%	4.34%	4.23%	14,002	1,360
Average 2006/07	3.61%	4.43%	3.33%	3.96%	12,355	1,251
Average 2007/08	5.36%	5.84%	3.88%	5.40%	19,242	1,817
Average 2008/09	4.16%	5.32%	4.76%	4.84%	17,846	1,687
April 2009	3.83%	5.19%	3.55%	4.48%		
May 2009	4.42%	5.76%	5.12%	5.18%		
June 2009	3.27%	5.42%	4.94%	4.55%		
July 2009	1.68%	2.96%	2.57%	2.43%		
August 2009	2.81%	4.87%	1.85%	3.72%		
Cumulative Average	3.18%	4.81%	3.59%	4.05%	6,344	540

Table 2: Analysis of Absence – by type

	Catering	Cleaning	Janitors	Total
Short Term	39%	32%	28%	34%
Long Term	61%	68%	72%	66%

- 1.2 Absence levels are reported to operations management on a monthly basis. Where appropriate, action is taken in line with the Council's policy on Maximising Attendance with a report being submitted to the service Joint Communications Committees on a quarterly basis.
- 1.3 The Executive Director's programme of meetings has continued with operational managers whose service has had an attendance level below 96% to discuss ongoing issues and actions being taken to ensure an early return to work. In addition, on a fortnightly basis each senior manager summarises their respective position in regard to the management of long term absence employees to the Head of Service with progress agreed.
- 1.4 In addition, the service has introduced a new method of managing long term absence with specific plans drawn up for each employee.
- 1.5 The following management interventions have been undertaken during the year to date in line with the Council's policy on Maximising Attendance:

Table 3

	Counselling	Physio Referral	Early Intervention Referral	Medical Referral
Catering	57	16	7	2
Cleaning	147	16	13	14
Janitorial	27	12	1	3

2 Staff Development

- 2.1 The core training identified via the staff Performance Development Review (PDR) process continues to be implemented.
- 2.2 Table 4 outlines the courses held during August and the number of staff attending.

Table 4

Course	No of Attendees Catering	No of Attendees Cleaning	No of Attendees Janitorial
Intermediate Food Hygiene	8	0	1

Monthly Total	8	0	1
Year to Date	92	91	35
YTD 2008/09	322	128	110

3 Health and Safety

- 3.1 The Resource is continuing to progress its Health & Safety Action Plan.
- 3.2 A full review of current risk, manual handling, COSHH assessments and safe systems of work has occurred.

Development work is on going to further enhance our health and safety management performance. New health and safety management arrangements include PPE, First Aid, Noise, Hand Arm Vibration and Procurement.

All properties have been fire risk assessed and a review programme has been implemented.

- 3.3 The Head of Service chairs an accident review working group, meeting every four weeks, which identifies the root cause of each accident and creates, where possible, an environment to reduce the possibility of it recurring.
- 3.4 The reported accidents for August 2009 are outlined in Table 5.

Table 5

	Slip/Trip	Struck by object	Lifting/Moving	Assault/Physical	Using Handtools	Total
Cleaning	0	0	0	0	0	0
Catering	0	0	0	0	0	0
Janitors	0	0	0	0	0	0
Total	0	0	0	0	0	0

YTD 2009/10	YTD 2008/9
1	2
8	17
0	1
9	20

4 Operational Activity

4.1 A summary of the key initiatives undertaken by the service during the reporting period is detailed in the following sections:

Cleaning

4.2 A Building Cleaning Service was provided to 258 properties, covering 589,293 sq metres. This service covers all aspects of day to day cleaning and can be tailored to the specific needs of the client. Through engagement with the client the level and type of cleaning can be adjusted to suit the operating environment, for example, the frequency and extent of cleaning in an office environment can be less than that of a busy public area such as a school assembly hall.

4.3 To the end of Period 5 a total of 47 Temporary Variation Orders have been received. These service requests are generated by our clients and are for additional cleaning requirements specific to their needs.

4.4 During the year it has been necessary to re-measure 7 properties. No properties have been closed and no new properties have been opened during the year.

4.5 During the school modernisation programme all Facilities Staff continue to play an essential role in the smooth transition from the old school to the new school.

Catering

4.6 The service provided and responded to the following requests for service during the year.

Table 6

Request	Period 5
School / Welfare Meals (47)	902,359
Fresh Fruit (uptake 81%) (38)	720,098
Fair Trade Orange Juice (uptake 85%) (10)	198,857
Bottled Water (uptake 93%) (48)	1,044,352
Restaurant (Meals/snacks)	10,695
Hospitality Requests	1,455

Figures in brackets indicate Trading Days

4.7 During the reporting period, the Conference and Banqueting section provided a hospitality catering service to a variety of key Council events including:-

Table 7

	Period 5
Conferences	2
Social Functions	0
Tea Dances	0
Weddings	0

4.8 Cashless systems are continuing to be rolled out to all schools in line with the schools' modernisation programme. There are now 29 schools where the system is in operation.

- 4.9 Facilities managers have been attending a series of meetings with the parents of the Primary 1 intake. The Managers are highlighting the benefits of healthy eating, menus on offer and promoting Fruit & Water initiative.
- 4.10 The service is working with Education Resources to introduce a breakfast service into Primary schools who do not provide this service. In addition facilities Management are assisting in managing existing breakfast clubs by procuring goods, ensuring good practice in food hygiene and traceability.

Table 8

Primary Schools	2008/9 to Period 5	2009/10 to Period 5
Free	71%	69%
Paid	44%	43%

Table 9

Primary Schools	2008/9 to Period 5	2009/10 to Period 5
Free	28%	33%
Paid	39%	41%

Janitors

- 4.11 Our Janitors remain the linchpin in the relationship between the Council and its private sector partner, Inspired in modernised secondary schools. In recognising that this partnership is unique and requires to be nurtured, we are investing in our janitorial training to ensure that they gain and maintain the skills required to carry out this important function.
- 4.12 Primary School janitors will be attending courses relating to reducing energy consumption and carbon emissions within buildings.

5 General Initiatives

- 5.1 Facilities management continue to contribute to the Resource's Communication Strategy and to this end we have developed a newsletter for cleaning, catering and janitorial employees. The newsletter provides employees with a mix of service wide and local information.
- 5.2 We continue to support a variety of Capital Projects with our design input for surfaces, finishes, equipment and space utilisation. Current projects include the Carluke Integrated Facility and the replacement or refurbishment of the primary school estate.

6 Business Plan Performance Reporting

- 6.1 In 2009/10 the service will continue to contribute to achieving the aims of the Council Plan including:

- Providing a comprehensive catering service in over 150 educational facilities and maintaining the Hungry for Success programme in both primary and secondary schools.
- Modernising our service by further developing the services' ITC systems and by providing an efficient and customer focused 'soft' facilities management service.

6.2 Facilities Management has produced a Business Plan that identifies its objectives, and a range of key Performance Indicators. The main indicators have been included in the body of this report.

6.3 The performance of the service for the period 1 April 2009 to 7 August 2009 is in line with annual targets

7 Employee Implications

7.1 There are no employee implications.

8 Financial Implications

8.1 The Facilities Management Trading Service is currently showing a surplus of £293,000 this compares against a target surplus of £285,000 for the period.

Table 10

	<u>Annual Budget</u>	<u>Phased Budget</u>	<u>Actual</u>	<u>Variance</u>
Employee	15,803	5,464	5,379	85
Property	845	342	359	(17)
Supplies & Services	4,920	1,303	1,346	(43)
Transport & Plant	280	106	107	(1)
Administration	1,328	507	526	(19)
Pay – Other Bodies	1	0	0	0
Pay – Contractors	5	2	5	(3)
Financing Charges	140	31	35	(4)
Total Expenditure	23,322	7,755	7,757	(2)
Total Income	(24,070)	(8,040)	(8,050)	10
Net Surplus	(748)	(285)	(293)	8

8.2 An underspend in employee costs is offset by an overspend in supplies and services and administration.

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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