

Community Resources Trading Services

Facilities Management 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%		
September 2009	4.19%	6.50%	5.04%	5.44%		
October 2009	4.18%	5.40%	4.65%	4.84%		
Cumulative Average	3.47%	5.14%	3.95%	4.36%	9,562	804

Table 2: Analysis of Absence – by type

	Catering	Cleaning	Janitors	Total
Short Term	37%	31%	33%	33%
Long Term	63%	69%	67%	67%

- 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	83	22	10	4
Cleaning	19	26	20	19
Janitorial	28	15	5	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 October and the number of staff attending.

Table 4

Course	No of Attendees Catering	No of Attendees Cleaning	No of Attendees Janitorial
Child Protection	24	19	10
Equal Opportunities	0	3	3
Manual Handling	9	5	0
On-Site Catering	35	0	0
REHIS Elementary Food Hygiene	6	0	0
SVQ Cleaning Level 1	0	3	0
Workload Management	2	0	0
Health & Safety	0	1	0
Cooksafe	3	0	0
Monthly Total	79	31	13
Year to Date	225	89	54
YTD 2008/09	377	219	127

3 Health and Safety

- 3.1 New procedures have been developed and issued to management in relation to PPE, First Aid, PUWER and pressure systems and development work is on going to enhance current procedures (e.g. Risk assessments, Safe systems of work).
- 3.2 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.
- 3.3 The reported accidents for October 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	2	0	0	2
Janitors	1	0	0	0	0	1
Total	1	0	2	0	0	3

YTD 2009/10	YTD 2008/9
2	7
11	19
3	3
16	29

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 8 a total of 56 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 8 properties. No properties have been closed and no new properties have been opened during the year.

4.5 All Cleaning Supervisors and Facility Managers responsible for the 16 new High Schools received a training presentation on cleaning methods and products from the specialist flooring manufacturers. These High Schools have now introduced this new method and products for the specialist flooring areas.

Catering

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

Table 6

Request	Period 8
School / Welfare Meals (91)	1,736,754
Fresh Fruit (Uptake 81%) (73)	1,838,346
Fair Trade Orange Juice (Uptake 85%) (18)	357,945
Bottled Water (Uptake 94%) (91)	2,001,181
Restaurant (Meals/snacks)	14,649
Hospitality Requests	1,915

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 8
Conferences	18
Social Functions	6
Tea Dances	2
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 A new winter menu was launched on Monday 2nd November 2009 to all primary schools. All new menu items are trialled with primary pupils within the four geographical areas before deciding on any menu item.
- 4.10 The annual Halloween Theme day took place on 31st October 2009. The day was enjoyed by the children and although we gave some of the menu items “scary” names, we continued to use the healthiest options in terms of cooking methods and products.
- 4.11 For the second year, Facilities management was invited to attend Education Resources Parents Conference held in November. Facilities management provided an information stall showing parents/guardians our range of menus and theme days, nutritional analysis information and special diet procedure. There were also opportunities within the evening to consult with parents/guardians and answer any questions relating to any aspect of the catering service within primary and secondary schools.
- 4.12 The uptake of free and paid meals in primary schools has increased when compared to the same period last year (table 8). Similar increases are also evident in secondary schools (table 9). The movement can be attributed to the consistent efforts of staff in the promotion of healthy product ranges and the development of additional services.

Table 8

Primary Schools	2008/9 to Period 8	2009/10 to Period 8
Free	68%	70%
Paid	40%	43%

Table 9

Primary Schools	2008/9 to Period 8	2009/10 to Period 8
Free	31%	35%
Paid	42%	46%

Janitors

- 4.13 Education Resources and Facilities Management have been working together to develop adverse weather plans detailing access/egress routes and these are being rolled out across all Primary Schools within South Lanarkshire in time for the beginning of winter.
- 4.14 Sustainability remains a priority, to this end, Facilities Management are working with Education Resources within a selection of schools improving on the recycling of waste and reducing the amount of waste going to landfill.

5 General Initiatives

- 5.1 Facilities Management reached the final of the National Recycling Awards 2009 for the waste oil scheme for the category of Partnership working. Facilities management continue to work in partnership with the Rural Development Trust who collect waste oil from all schools and corporate buildings and converts this to bio-fuel which runs a fleet of minibuses within the Clydesdale and Rutherglen areas.
- 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 30 October 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 £460,000 this compares against a target surplus of £451,000 for the period.

Table 10

	<u>Annual Budget</u>	<u>Phased Budget</u>	<u>Actual</u>	<u>Variance</u>
Employee	15,743	9,040	8,880	160
Property	845	359	400	(41)
Supplies & Services	5,067	2,445	2,614	(169)
Transport & Plant	280	169	159	10
Administration	1,349	828	841	(13)
Pay – Other Bodies	1	0	0	0
Pay – Contractors	5	3	7	(4)
Financing Charges	92	30	24	6
Total Expenditure	23,382	12,874	12,925	(51)
Total Income	(24,130)	(13,325)	(13,385)	60
Net Surplus	(748)	(451)	(460)	9

- 8.2 An underspend in employee costs and an over-recovery of income is offset by overspends in property costs and supplies and services.

9 Other Implications

- 9.1 None

10 Equality Impact Assessment and Consultation Arrangements

- 10.1 There was no requirement to undertake an equality impact assessment in terms of the information contained in this report.
- 10.2 Regular consultation with Trade Unions regarding employee related issues continues to take place through established forums.

Norrie Anderson
Executive Director (Community Resources)

14 December 2009

Link(s) to Council Objectives/Values

- ♦ Accountable, Effective and Efficient

Previous References

- ♦ Report to Financial Resources Scrutiny Forum held on 29 September 2009

List of Background Papers

None

Contact for Further Information

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

Alistair McKinnon, Head of Support Services

Ext: 4700 (Tel: 01698 454700)

E-mail: alistair.mckinnon@southlanarkshire.gov.uk