



A Multi-skilled FM workforce for BSF Schools





Understanding the Changing Environment

- **Transforming Education**
- **Knowsley is a first wave Building Schools for the Future Authority**
- **The Centres for Learning are no longer ‘schools’**



Gearing Up For Change

- **The first centre opened in January 2009**
- **Project Management**
- **Weekly meetings**
- **Fit for Purpose'**



Changing Our Way of Working

- **The current FM structure**
- **Previous working patterns**



Creating a Multi-Skilled Workforce

- **High Expectations**
- **Reliable, flexible, committed staff**



BUILDING CLEANING

- **Costing's**
- **New Roles**
- **Facilities Supervisors**
- **Multi Skilled Operatives**



Image

- **Cleaning Staff**





- **Machinery**





School Meals

- Elected members of Knowsley
- Ring Fenced
- Image







- **Cashless Catering**
- **New Food Areas**
- **Radio Head Sets**





Give me Gravy One More Time



IN TOUCH: Catering supervisor Sue Smith (front above), with Debbie Grant, left, Jackie Monaghan, Margaret Wright and Maria McDougall. Inset: Catering supervisor Christine Tierney Pictures: ANDREW TEEBAY/at220909bh





New Ways of Working

- **Confirm**



Work Ticket

Confirm Environmental - WRIGHTS on Environmental - Live - [Routine Maintenance - Daily Ticket Print]

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11/12/2009 **Daily Work Ticket - FM:Building Cleaning (Current)** Page 1 of 1

Site: Christ the King (LC4)
 Gang Like: FM:LC4 Section 1 (FM01)
 Ignore Best details: No

Gang : FM:LC4 Section 1 (FM01) Contract : FM:Soft Facilities Management (FMBC)
 Period : Period 10 FY2009-10 (1009) Week : Week 37 (37) Day : Friday

Feature / Maintenance Regime	Feature Id / Count	SOR Item	Quantity	Occ
Authorisation Date :	Signed :	Name :		
Acceptance Date :	Signed :	Name :		
Completion Date :	Signed :	Name :		
Site : Christ the King (LC4)		Area : North Huyton		
Science & Technology classroom-FM:Teaching Ar	G24	FMBC2 - FM:Clean floor appropriately	90.00	1
Science & Technology classroom-FM:Teaching Ar	G24	FMBC35 - FM:Empty and Wash bin	90.00	1
Science and technology cluster-FM:Teaching Area	G54	FMBC2 - FM:Clean floor appropriately	98.00	1
Science and technology cluster-FM:Teaching Area	G54	FMBC35 - FM:Empty and Wash bin	98.00	1

Ready





enquiry number	enquiry description	enquiry logged date	enquiry logged time	follow up	enquiry closed date	enquiry closed time
10002867	toast and wrappers over floor from pupils breakfast	07/12/2009	11:36:16	4	07/12/2009	11:53:30
10002870	food spillage and wrappers over floor from pupils lunch	07/12/2009	13:15:40	4	07/12/2009	13:49:47
10002871	food spillage and wrappers over floor from pupils lunch	07/12/2009	13:16:39	4	07/12/2009	13:50:08
10002874	water thrown over floor	07/12/2009	13:50:50	0.5	07/12/2009	13:55:30
10002872	food spillage and wrappers over floor from pupils lunch	07/12/2009	13:18:00	4	07/12/2009	14:15:47
10002888	removed paint from floor	07/12/2009	20:21:25	4	07/12/2009	20:21:25
10002873	food spillage and wrappers over floor from pupils lunch	07/12/2009	13:18:54	4	07/12/2009	20:52:11
10002907	water spilt on floor	08/12/2009	13:28:58	0.5	08/12/2009	13:45:05
10002908	litter left everywhere after lunch	08/12/2009	13:29:29	0.5	08/12/2009	13:45:43
10002904	food spillage and wrappers over floor from pupils lunch	08/12/2009	13:12:06	4	08/12/2009	14:14:07
10002905	food spillage and wrappers over floor from pupils lunch	08/12/2009	13:12:47	4	08/12/2009	14:28:15
10002906	food spillage and wrappers over floor from pupils lunch	08/12/2009	13:13:13	4	08/12/2009	14:28:34
10002912	mess left in class room by lesson earlier. Teacher has requested the room be cleaned before her lesson.	08/12/2009	14:23:59	4	08/12/2009	16:08:57





Service	Subject	Action Officer	Follow Up
Building Cleaning	Litter	Facilities Supervisor	Urgent
	Clean Floor	Facilities Supervisor	Urgent
	Empty Waste Receptacle	Facilities Supervisor	Urgent
	Remove Graffiti	Facilities Supervisor	Urgent
	Remove Bodily Fluids	Facilities Supervisor	Emergency
	Remove Chewing Gum	Facilities Supervisor	Urgent
	Remove Offensive Graffiti	Facilities Supervisor	2 Hours
	Remove Spillages	Facilities Supervisor	Emergency
	Toilet Hygiene	Facilities Supervisor	Emergency
	Washroom Consumables	Facilities Supervisor	Urgent
	Wipe Clean	Facilities Supervisor	Urgent



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- **EMERGENCY = 30 MINUTES**
 - **URGENT = 4 HOURS**
 - **OFFENSIVE GRAFFITI = 2 HOURS**





Inspections

- **We have developed an inspection from the standards set in our Service Delivery Plan:**





A





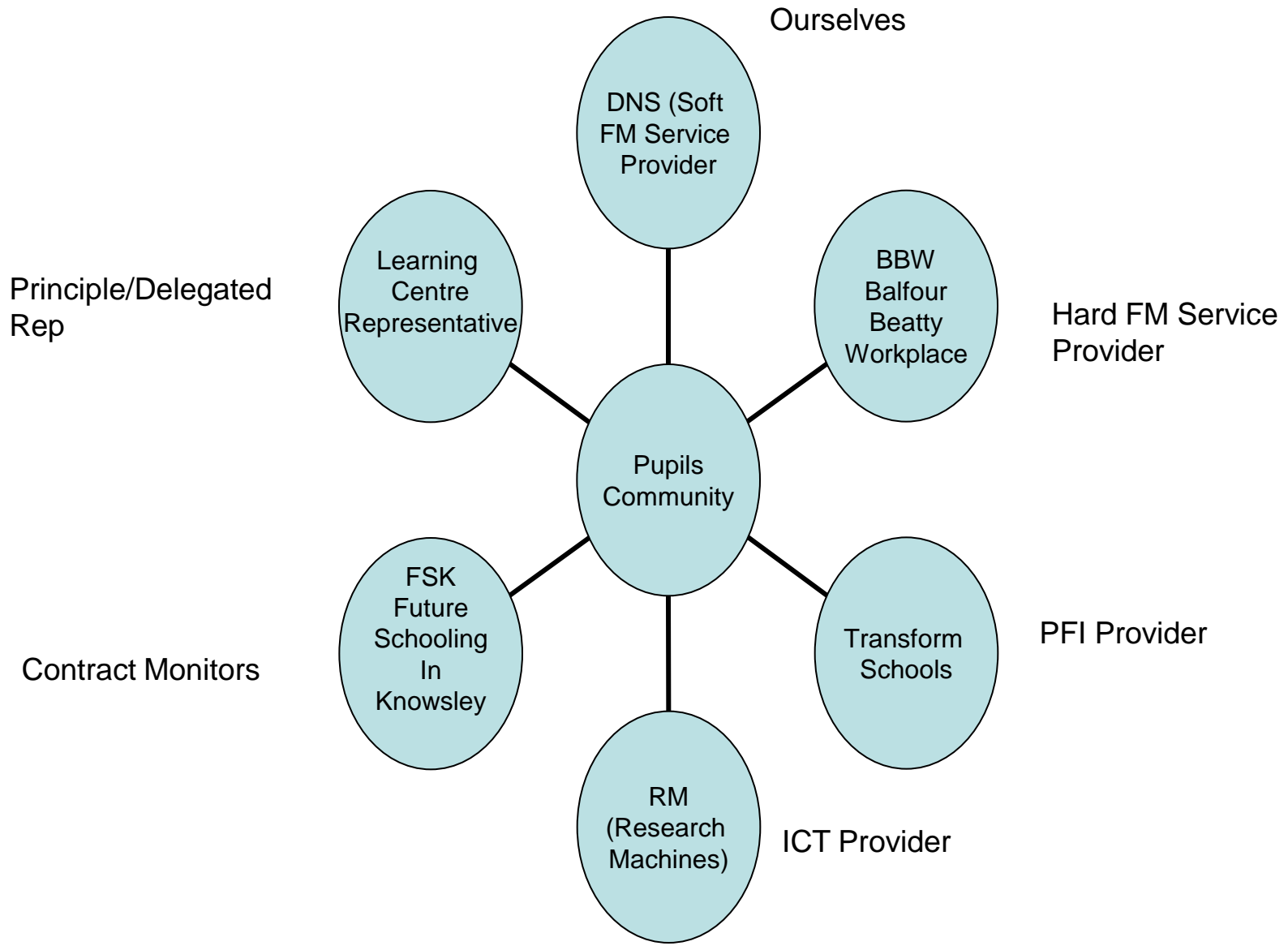
B





C








Lessons Learnt/Good Practice

- Ensure your schemes are project managed.
- Have 'lessons learnt' review meetings.
- Know your Service Delivery Plan
- Continuously Review the service needs
- Become commercially aware of changes.
- Strike the right balance with your relationships
- Set your standards high



- In our bid we agreed to maintain a clean, safe and hygienic environment within the Centres which will support the learning ethos and promote a positive image for the benefit of all users. There is an emphasis on maintaining a visible but unobtrusive presence throughout the Centres for Learning.
- DNS's role in the successful implementations of the Centres for Learning is making a significant contribution to Knowsley Councils ultimate aim of 'Improving People's Lives'



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- The Directorates priorities are to ensure an uninterrupted use of facilities within the centres which will promote a safe, secure and tidy environment, which is appealing to the eye.



**SO FAR
SO GOOD,**

**WE SEEM TO BE
WINNING!!**





ANY
QUESTION?





Merry Christmas and a
Happy New year

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