

Facilities Services Review – Update September 2019

Staff briefing sessions summary output pack contents:

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HOPES

Hours

- More hours for part time cleaning staff, even some split shifts, morning overtime reintroduced
- More full time cleaning roles
- Less hours covering

Work Pattern

- Mon-Fri working not 5 from 7
- Cleaners have the same start time
- Better work life balance
- I don't need to give up my other weekend job

Communication

- Better communication and all staff should get together monthly
- More communication from department to cleaning re repairs and expected maintenance in areas being cleaned

Pay

- Double time or time and a half for weekend work

Staff numbers and Job Roles

- More job opportunities and more staff employed
- Interviews for longer hours more low key
- Job security (I can keep my job)
- Empty buildings if janitors taken out of for other jobs and driving (more staff)
- Broader remit, fuller role with more of a challenge

Training and Development

- Opportunities to learn and progress, more training
- Bespoke training for career progression

Parking and other

- Parking, parking for cleaners, parking on backshift
- A solution to cover is found quickly
- Commitment staff at the coal face will get to contribute to JD changes
- Working Conditions
- I still want to work at the University

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FEARS

Hours

- Less morning overtime
- Longer hours
- Knacker with covering

Work Pattern

- Weekend working
- Change to work pattern
- Life style changes to work life balance
- Too many staff working longer hours presents cover difficulties

PDR

- Feel PDR is a tick box and I have been graded before I put pen to paper

Out sourcing

- Jobs reduced and out sourced to other companies/ contractors

Staff numbers and Job Roles

- Staff numbers go down
- Recruitment of more staff for new buildings as current staff can't cope
- Fear of interviews
- Job losses in cleaning services

Terms and conditions

- Financial impact and losses to terms and conditions (detriment)

Information and any changes

- Not enough information about changes to future roles to make a decision about applying
- Uncertainty
- Chaos in the early stages
- Strathclyde work to a similar model and apparently buildings are not as clean, also if working in a building you don't know you are not sure how long jobs take so things are missed

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Questions and Answers - Hours of work and work patterns

1. Why do staff not all have the same start time?

A. Start times are usually set in line with business needs which are influenced by access and when the work needs to be done as part of the review we will be reviewing starting times with an aim to get consistency within each Cluster as far as practical.

2. If more cleaners are offered 35 hours per week, they would need more work so will this mean fewer staff?

A. The University has already committed to offering cleaners a minimum of 16 hours per week. As part of the review we will seek to introduce more roles with longer hours to meet new business needs and this is expected to include some full time 35 hour roles. We do not anticipate reducing the number of roles through the review

3. Can cleaning work be offered from 5am on a 5am – 9am or 5am to 10am shift as more people might be willing to do this?

A. . We can consider this as part of the review, but we also need to consider how accessible work patterns would be for staff who rely on public transport.

4. What consideration is given to public transport for cleaners coming from Duntocher/Faifley on the number 17 which only gets to Canniesburn for 6.30am?

A. Any immediate difficulties you have should be discussed with your supervisor or line manager to explore if flexible working could be available.

5. I am concerned I may need to give up work because of no parking and transport on backshift and if being late (due to waiting for a space) will lead to disciplinary action?

A. Any immediate difficulties you have should be discussed with your supervisor or line manager to explore if flexible working could be available. The operation hours for the permit scheme is 0830-1700 Monday-Friday, out with these times, parking is free on Gilmorehill and Garscube car parks.

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Hours of work, work patterns and working in a cluster model

6. Will the working week increase to 35+ hours?

- A. The University does not anticipate increasing hours above the standard working week of 35 hours. Hours of work and work patterns will be reviewed in line with current and future business needs as part of the review.

7. My concern is if as with extra hours we can be put into different buildings what standard will the building be in as not everyone is a good cleaner?

- A. Work standards and performance will continue to be monitored and coaching/feedback and training will be offered to staff not meeting the required standard. The review will consider how to improve flexibility and what training will be needed to support working in a cluster model.

8. If in the cluster model cleaners work in groups rather than in buildings when hoovering/ dusting/cleaning toilets we will end up bumping into one another and this could cause rifts when cleaners get on alright as they are.

- A. Ways of working will be fully considered within the review however it is not envisaged that working in a cluster will mean cleaning in groups, it is anticipated to support the movement of staff between buildings within the cluster.

9. Who will we be accountable to? Is it a cleaner or maintenance manager?

- A. Once the preferred cluster model is further described following the co-creation workshops a structure chart will be produced and shared to provide clarification.

10. Why can't things stay as they are with cleaning and other staff in the buildings they are in?

- A. In the University our buildings are becoming more complex and teaching delivery is changing, so we need to review how we deliver facilities services is to ensure we deliver what our staff and students are looking for in a user friendly, knowledgeable and customer focused way. The review allows us to look at some opportunities for collaboration and to provide a joined up and consistent levels of service.

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Working in a cluster model, supervision, support, cover in cleaning services and sickness absence

11. What will working in clusters mean as we like working in the we currently do rather than in groups.

- A. Working in a cluster will enable us to support staff and customers by enabling the movement of staff between buildings within the cluster in a planned and organised way with staff being trained to work in other parts of the cluster.

12. Why do some buildings not have a cleaning supervisor?

- A. The supervisory team is providing cover along with one of the trainees whilst we currently have four vacancies for cleaning supervisors, interviews have taken place from the first advert and a further advert is running to ensure we can fill the vacancies.

13. Cleaners running the building and telling other cleaners what to is causing unrest in buildings how will this be resolved?

- A. With current recruitment we anticipate being in a position to fill the supervisor vacancies soon. In the meantime, please speak to the assistant managers in cleaning if there are specific difficulties you need support with.

14. Can cleaning supervisors have an assistant in the cluster model?

- A. The review presents us with the opportunity to look at what works well and what does not and why regarding supervision and management structures to ensure the cluster model is well managed and supported.

15. When will cover in cleaning be resolved as cleaners are doing too much?

- A. A communication has been sent to cleaner regarding this matter which is outside of the review

16. People know they get paid when off sick, it should be changed, as it will change sickness levels with less people being off sick – will the review change this?

- A. The review will not look to change the University sick pay scheme terms, but it allows us to look at supervision and management and we would expect all department managers to manage attendance in line with the University policy.

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Pay rates, pay grades salaries, contracts of employment and customer feedback

17. Will pay increase through the review?

- A. The review allows us to look at the job roles needed to support the cluster model, when services need to be provided to deliver an enhanced student and staff experience and the terms and conditions associated with the roles in this new operating model.

18. If your job role changes will your pay grade?

- A. As explained above, the review allows us to look at the job roles needed to fully support the cluster model. New job roles will go through the University pay and grading assessment. Roles may change as an outcome of the review and if this is the case then training and support will be available for staff to help them adapt to a new and different skill set or acquire additional knowledge and experience.

19. Will salaries be affected by the review?

- A. As explained above we need to look at the job roles needed to support the cluster model and when services need to be provided to deliver an enhanced student and staff experience.

20. Will contracts that support staff have at present change?

- A. When a permanent change is made to staff terms and conditions this is typically confirmed by way of a new contract being issued rather than a letter detailing the change.

21. Who were the customers that were asked for feedback?

- A. Service users across the University community completed the survey between September - October 2018. College response were received from Arts, Social Sciences, Science and Engineering, Medical, Veterinary and Life Sciences and University Service. Discussions also took place with several managers with in each college

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What's next?

Key project activities over the next few months include:

- Considering the hopes and fears to produce a further updated question and answer document
- Running co-creation sessions to produce updated job descriptions to support the cluster model
- Inviting staff to volunteer to have Lorna or Allison work shadow them in their current job