Facilities Services Review
20th June 2018
• To update you on the review of facilities services
  • Why we are reviewing our services
  • Which services are included in the review
  • How long it will take
  • Impact on current roles and responsibilities

• To give you the opportunity to ask questions
Why do we need the review?

- Staff and students’ needs and expectations have changed, so we need to use buildings differently
- New working environments are becoming more complex
- We are starting to provide services to staff and students differently, with the Learning and Teaching Hub leading the way.
- We need to be more agile and focused on what services we deliver, where and when we deliver them
- We have to demonstrate value for money and affordability
- We want to ensure parity of terms and conditions across the whole Directorate
“To provide Facilities Services which enable staff and students to focus on learning, research and becoming world changers”
For our services to support the University Strategy they need to:

✓ Be responsive, easy to access and innovative
✓ Reflect the way staff and students work
✓ Be provided by an engaged and empowered workforce
✓ Reflect value for money and affordability
What is the focus?

How we deliver all of our Facilities Services. This includes:

- Maintenance
- Grounds
- M&E maintenance
- Ceremonial Support
- Job Request Processing
- Janitorial
- Security
- Cleaning
- Transport
What is being reviewed?

Everything about what we deliver and how we deliver it:

- Operating model
- Specification
- Processes
- Roles and Responsibilities
- Development and Training
- Terms and Conditions

The roles and responsibilities of 630 staff will be included within this review.
**Review**

- 6 to 9 months
- Not known

**Options Review**
- Customer needs
- Staff ideas
- Types of models
- Current provision
- Systems and processes
- Terms and conditions

**Options analysis**
- Best fit operating model to meet customer needs
- Best fit to manage risk
- Best fit to budgets
- Best fit to other criteria – short and long term
- Fit to current practice

**Develop draft business case**

**Pilot, analysis, review and consult**
- Pilot new ways of working
- Pilot new systems and processes
- Understand impact on terms and conditions

**Final business case and move into implementation**
Conducting the Review

- It will be undertaken in an open and consultative manner
- There will be a focus on effective communication: listening to staff and learning from past events, including change workshops
- We will consult fully with the unions, services users and our staff
- The project will follow University HR policies, particularly in respect of equality and diversity and organisational change
- There will be a clear framework of accountability
- It will be appropriately resourced
- University policy will continue to apply during this period and that applies to sickness, disciplinary and performance
My Commitments to you

• Open and transparent communication
• Clarity on timelines where possible
• Staff views will be considered with all others
• We will support managers and supervisors so they can support you
• When we test ideas we will be honest about which work and if they don’t work we will change them
• Health, Safety and Wellbeing will remain a priority
Values and Behaviours

- Support Colleagues.
- Continue to deliver great services
- Continue to show respect for customers, colleagues and managers
- Always remain professional
- Think before going on social media when stressed or after a night out!
- Always think about the impact on colleagues when posting comments on or using social media both inside and outside working hours.
What does this mean for me

Uncertainty..................and Opportunity
Next steps

- Conduct external visits (some started)
- Engage with users
- Set up user groups
- Conduct workshops to engage staff (over the next three months)
Questions or Concerns?

- Talk to your line manager
- Contact the senior executive team (email: ecs-enquiries@glasgow.ac.uk)
- If you have specific personal worries remember the staff help line – free confidential service - 0800 882 4102
- Unions – there to support members and their concerns
Questions?