Changes in our approach to Building Cleaning Training using digital shift

Sarah Oliver, Business Change and Transformation Manager

19th January 2021

Introduction

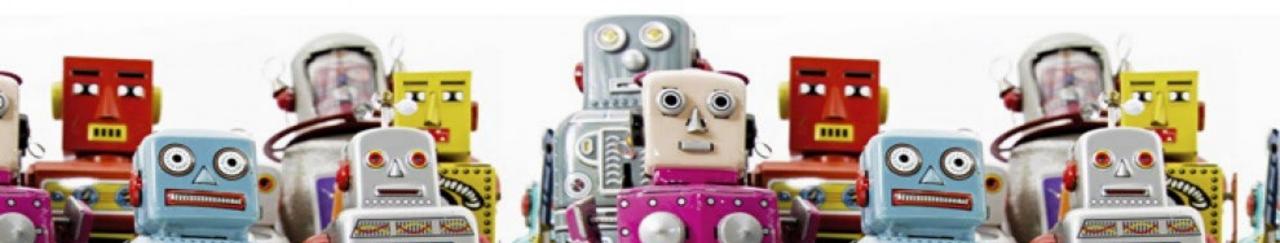Building Cleaning in Pembrokeshire

Context:

Building Cleaning

Schools

Transformation Programme

Covid 19

The Technological Transformation

Maximising our use of technology to enable business change, creating efficiencies, and enabling a more agile workforce.

- Agile – a flexible workforce that requires less building space.
- Digital – developing an appropriate digital offer for both internal and external customers.
- People – developing our people to be able to use technology more effectively to aid their work.

The Cultural Transformation

Developing a new culture that is aligned to a value based, not rule based, way of working.

- Supporting staff to become more innovative, customer-focussed, commercially minded & entrepreneurial.
- Developing a can-do attitude and an organisation built on trust.
- Delivering organisational redesign to create efficiencies and open new possibilities for the way we deliver services.

The Relationship Transformation

Creating, in consultation with our staff and stakeholders, a new relationship :

- Schools
- Youth Service
- Social Care
- HR
- Learning and Development
- Working more collaboratively – using internal communication

The Covid Challenge

- No SLA's in place between school and Corporate Resources
- Number of staff shielding or vulnerable due to age range and medical conditions
- Request for additional staff and hours at 68 sites.
- 15 days to turn around 40 additional cleaners
- No available trained staff
- No time for recruitment

Where we are 4 months on

- Casual team of 55 cleaners cleared and trained ready for redeployment

- Casual caretakers cleared and trained read for redeployment

- Role out of commercial offer - Home Support plus service

- Support for Care Homes – cleaners and deep clean support

- Still recruiting to "pool" for Home Support resilience

- Employment opportunities for those suffering from redundancy in hospitality sector.

Solution

Interdepartmental problem solving is the key – working strategically across the organisation:

- Education
- HR – reviewed vulnerable and shielding workforce
- Youth service and Six form co-ordinators – this continues
- Learning and Development – manage all training programmes
- FM and Building Cleaning (Environmental Services) – Quality assurance visits
- Communication team
- Social Care

- Single point of contact and mailboxes.

Training, what were the issues

Issue 1: No off the shelf cleaning training available - historically all on the job training? Non that were bilingual

Issue 2: Young workforce limited experience

Issue 3: Older work force – set way of doing things

Issue 4: COSSH, Data Sheets, equipment

Issue 5: PPE

Issue 6: Timescale for deployment

Issue 7: other training needs

Issue 8: Quality assurance

on line training continues

Expanded in to FM modules including Legionella

Transformation

The Technological Transformation

Maximising our use of technology to enable business change, creating efficiencies, and enabling a more agile workforce.

- Agile – a flexible workforce that requires less building space.
- Digital – developing an appropriate digital offer for both internal and external customers.
- People – developing our people to be able to use technology more effectively to aid their work.
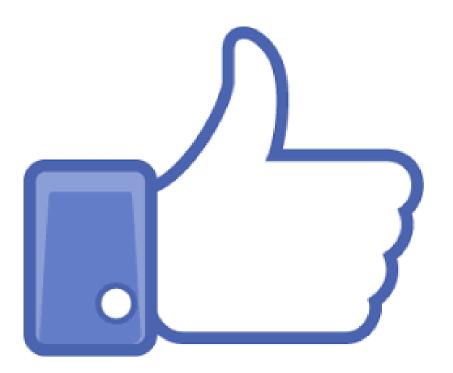

The Cultural Transformation

Developing a new culture that is aligned to a value based, not rule based, way of working.

- Supporting staff to become more innovative, customer-focussed, commercially minded & entrepreneurial.
- Developing a can-do attitude and an organisation built on trust.
- Delivering organisational redesign to create efficiencies and open new possibilities for the way we deliver services.

Any Questions?

Thank you