



Knowsley Council

Providing Integrated Facilities Management Solutions

24th January 2019

Before I start...

- Unashamedly focussed on our business with schools
- Minimal integration at the moment with Asset Management and Estates Teams (although we do work closely with them)
- We generate an income of circa £11 million a year from schools (School Meals and Building Cleaning) cleaning our corporate estate generates an income of c.£0.7m.
- Contribute over £1m a year to support councils sustainable budget strategy



Providing Integrated FM Solutions

- The Knowsley Journey
- Why would you?
- What are the pitfalls?
- How do you do it?



The Knowsley Journey

- Pre 2010 'Customer Service Managers' 10 in total. responsible for all neighbourhood services
- Single point of contact for schools that buy our traded services including complaints/requests for service, performance reporting etc. etc.
- Secure PFI Contract for Building Schools for the Future on this basis
- External review suggested different way of working focussing on Building Cleaning and School Meals
- Structure refined in 2016 to reflect 'Commercial Development'



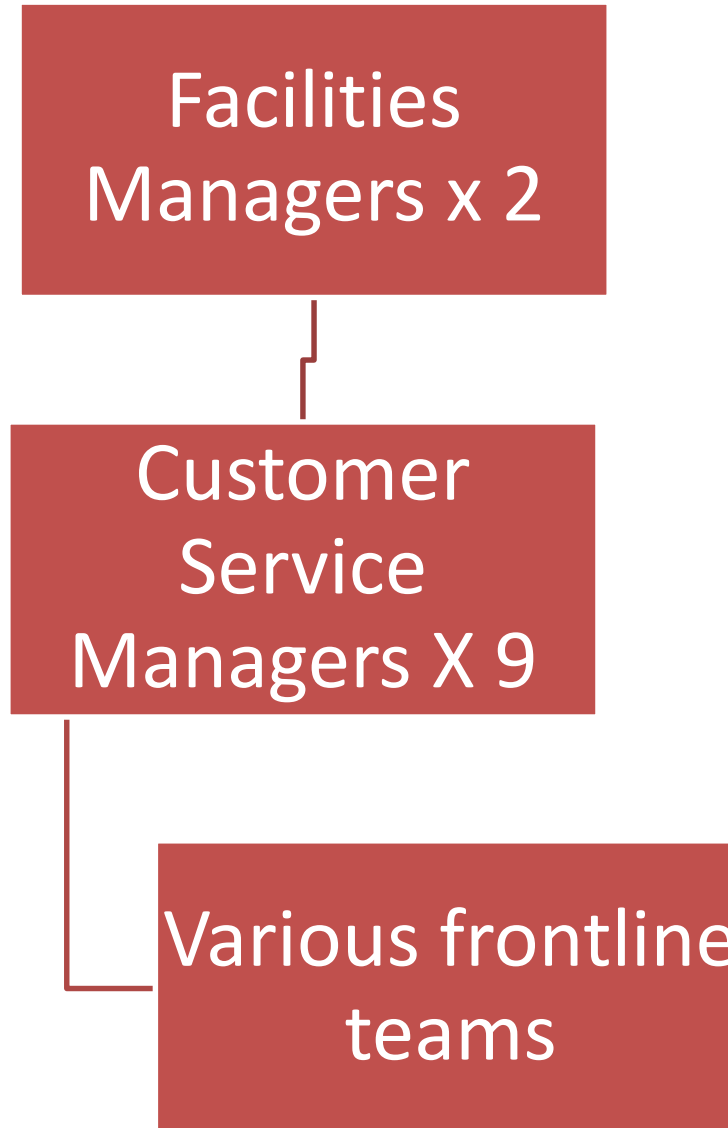


The Knowsley Journey

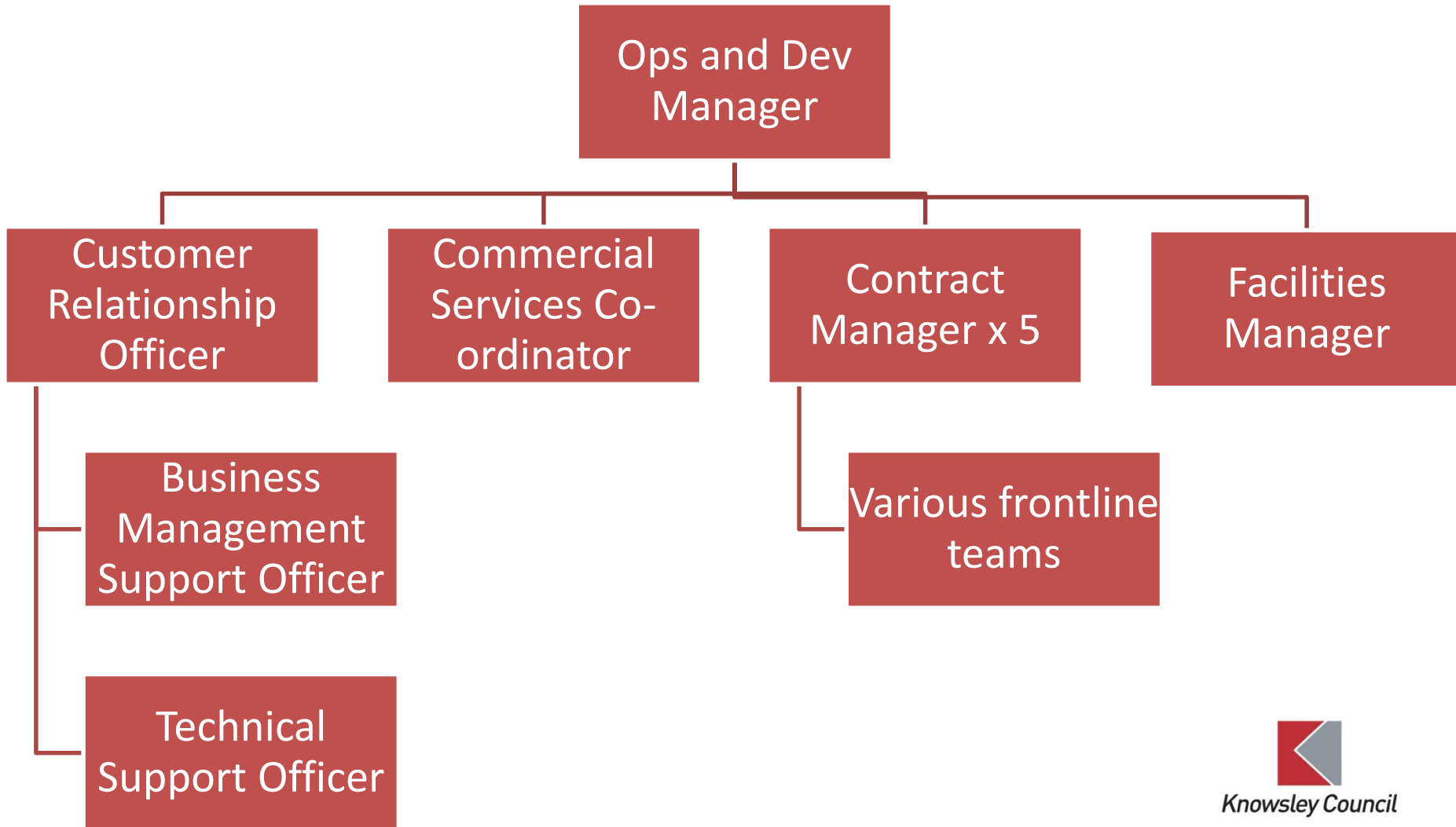
- Workforce of 700 individuals
- 61 schools in Knowsley (Building Cleaning and School Meals)
- 2 schools out of Knowsley (School Meals)
- Traded Services process for 42 other council services ranging from Arboriculture to Waste Collection



The Knowsley Journey



The Knowsley Journey



Why would you?

- Makes sense to your customer base
- Keep control of overheads
- Synergy of workforce
- Consistent contact point with core customer
- Increased earning potential for those that want to
- Potential opportunities to enable career progression
- Team spirit





What are the pitfalls

- Scale of workforce
- Sickness Absence
- Training
- Supervision
- Different Contractual Arrangements
- Professional Barriers



How do you do it?

- Good reason as to why you want to integrate (either growth or retention of business)
- Make sure the benefits make business sense and are achievable
- Build a clear strategy and talk to your staff about it
- Sell the positives both to your customers and your team
- Make sure your management structure has the right skill mix



What is the on the horizon

- Terms and Conditions for frontline staff (NJC)
- Erosion of pay differentials
- Retaining business
- Taking on new business where appropriate (commercial development)
- Succession planning for the workforce
- Further modernisation of the services



Thank you!

Questions and Answers.....



Knowsley Council