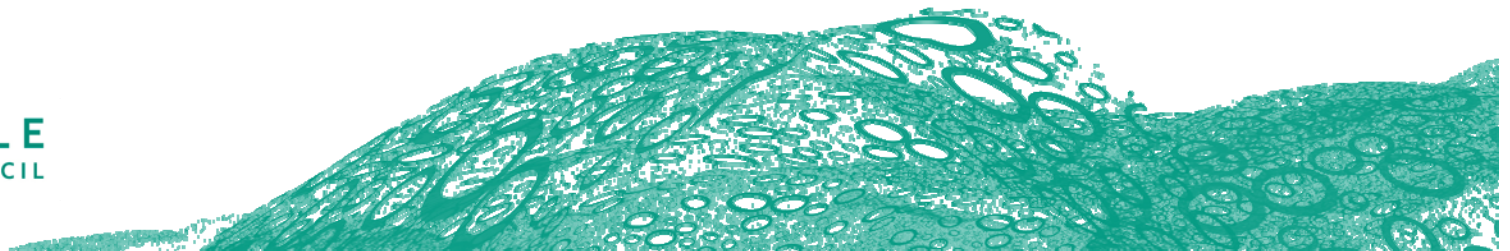
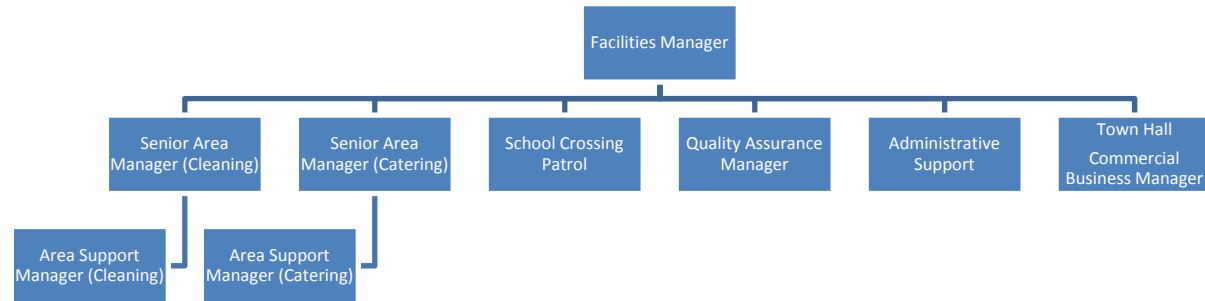


# KEEPING IT CLEAN

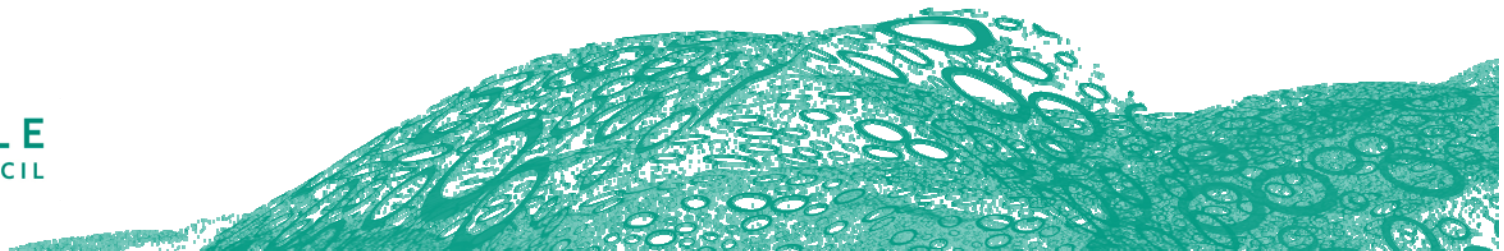
Peter Gurney  
Facilities Manager  
Rochdale Council



# FACILITIES MANAGEMENT STRUCTURE

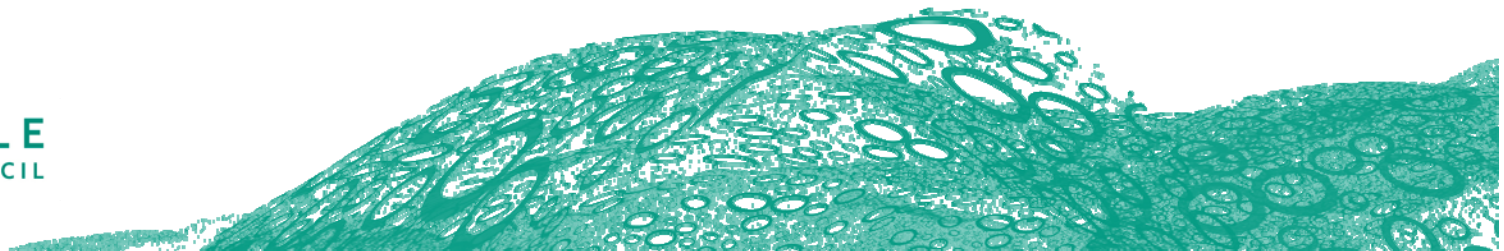


- SLA's with 33 schools for Catering, 48 schools for Cleaning, 62 Council buildings and a number of external contracts
- Total front line staff 462 excluding casual staff
- Casual staff approximately 90
- Total budget £8.5 million



# FACILITIES MANAGEMENT SERVICE

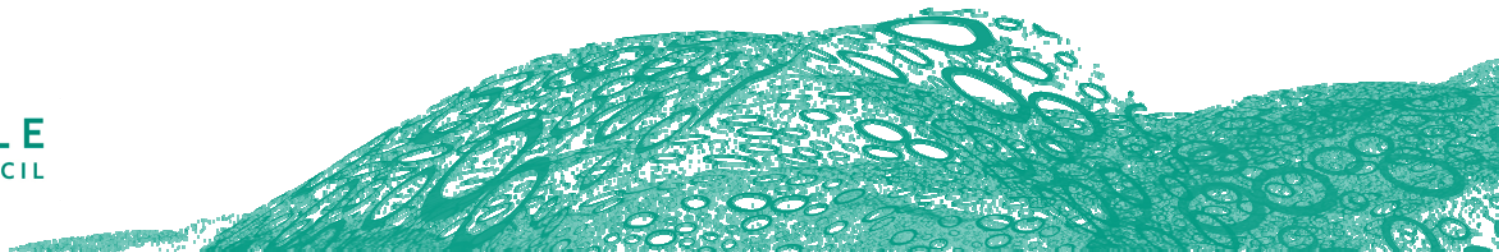
- **Catering** – Full Service Level Agreement package, Advisory package, external Quality Assurance checks, ad-hoc chargeable work
- **Cleaning** – Full Service Level Agreement package, Advisory package, external Quality Assurance checks, ad-hoc chargeable work
- **School Crossing Patrol Service** – Chargeable service for patrols with a low RAG rating score, free service for patrols with a high RAG rating score
- **Quality Assurance Service** – All schools who have an SLA with FM have 3 QA visits per year. This service is also offered to schools who do not buy into our services and is charged at £100 per visit.
- **Rochdale Town Hall** – The Town Hall operates as the commercial arm of the service which is used for events i.e. weddings, business meetings etc. as well as incorporating the Clock Tower dining room



# FACILITIES MANAGEMENT SERVICE

## Added Value

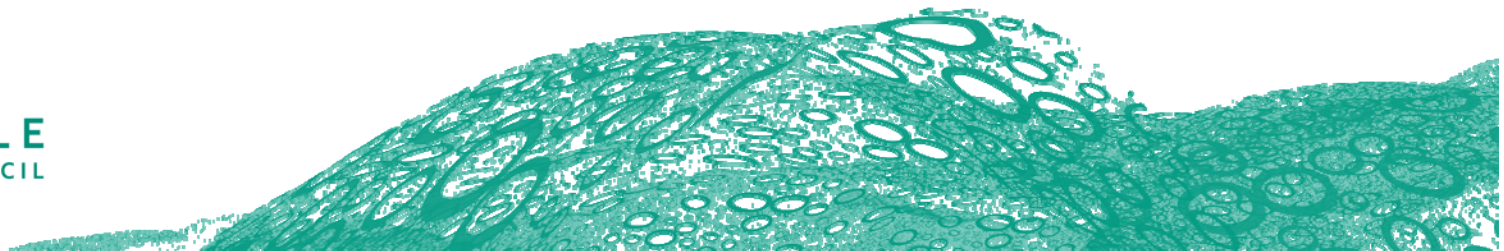
- 95% of the frontline staff live within the Borough and the Council has a policy whereby candidates applying for a grade 1 to 3 post must live within the Borough of Rochdale
- The casual staff are multi disciplined and are a unique selling point to our clients. They can be contacted anytime from 7am and are used to cover sickness or if required annual leave. The benefit of this pool of staff is there is no cost to the service if they are not in work, and these are not zero hours contracts as they accrue paid leave for every hour they work.
- Whilst the managers have a designated specialism they all work together to ensure the smooth running of the service.
- Having a dedicated Facilities Management admin/finance team ensures 100% of their time is spent supporting the service.
- Rochdale Town Hall is a unique venue for events and whilst having its own dedicated team there is a close working partnership between both areas.



# FACILITIES MANAGEMENT SERVICE

## Supporting the needs of the client

- All FM Officers have a 'can do' approach and are proactive when dealing with clients.
- Regular meetings are held not only with clients on a one to one basis but also attend regular head teachers/business managers meetings
- The service has close links with Education, School Finance Team, Environmental Health etc. and this helps in communicating new initiatives.
- Through listening to clients we offer a range of services from full Service Level Agreements, Advisory Service to Ad-hoc services.
- A flexible charging mechanism to suit the needs of individual clients
- Working closely with the CCG and the Sugar Smart Group the service has reduced sugar content by 33% which is reducing childhood obesity in the Borough
- Working with the Paediatric Diabetes Specialist Dietician to 'carb count' our recipes ensuring children with diabetes can adjust their insulin according to the school meal they have chosen







Thank you - Any Questions

