



How council's Building Maintenance Services have dealt with the pandemic: lessons Post COVID-19

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Who comes to their work, Emergency Work Only?



Panic what do we do?



Panel of Experts



W/C 16th March 2020

- **Decided who we needed in to cover emergency works**
- **Stabilising our workforce**
- **Readdressing our recruitment time-table**
- **Revise termination dates for our apprentices**
- **Suspend our SOR charges and revise timetables of work**
- **What, if any, elements could be home working where possible**
- **Support other essential services with resources**
- **Revise our health and safety requirements**
- **Amend our Risk assessments and Method statements**





- **Arranged daily/weekly regular MS teams meetings**
- **Gave everyone phone contacts for their team**
- **Set out a work plan to maintain college & study work and identified the theory requirements**
- **Created new communications routes to disseminate and appoint work to our operatives and staff**
- **Other essential council services became stretched.**
- **Short term we retrained staff on other duties**
- **Scheduled regular contacting with people in an effort to address any effects mentally on our employees**



The long way back

FLORVA
COUNCIL





Addressing the needs of the
Community



- **Risk Assessments to get employees back to regular and routine Building Services work was completed.**
- **Communication and workplace directives were under way with, social distancing, digital meetings, mobile comms etc.**
- **We put support mechanisms in place for those feeling vulnerable and affected mentally.**
- **Vehicle protocol in place to have more than one in a vehicle where practicable**
- **Potential people bubbles identified and discussed with appropriate persons**
- **Strategy on returning employees by group or type**
- **COVID-19 digital induction recorded and work pack issued to all our employees**
- **Recruitment interviews set for new intake**



The big ticket items

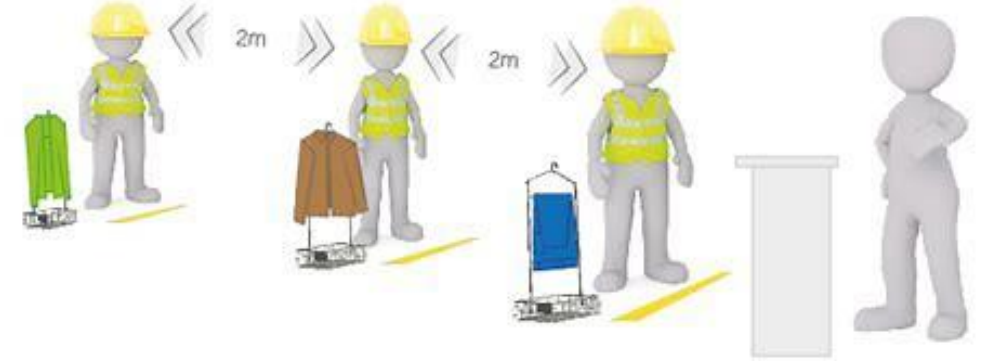
- **Managing social distancing**
- **Working with others when you aren't aware of their circumstances out with work**
- **Going into tenants homes**
- **Other illnesses**
- **PPE**
- **Face coverings**
- **Sharing tools**
- **More than one person in vehicle**



September/October 2020

New working in a new light

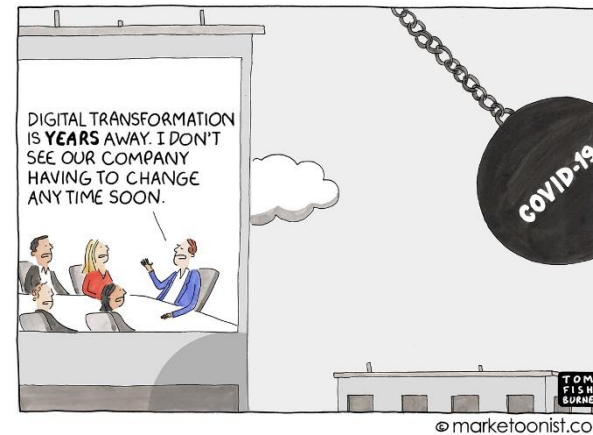
- **27 New starts apprentices 22/09/2020-29/09/2020**
- **Inductions & essential training done over 17days**
- **Return of our Housing standard work**
- **Increased supervision**
- **Jobs now done at cost**
- **Partnering & bubbles in place**
- **Compliance monitoring and checking**
- **Reprogrammed our work including sub-contractors**
- **New communication techniques in place and working.**
- **Work roles established**
- **Blended working**
- **Reinduction programme completed**
- **New Technology used to the fullest**



Lessons Learned

New working in a new light

- **Investment in Technology**
- **Controlling the working environment**
- **Review and rethink contracts**
- **Invest in apprenticeships**
- **Review wage structures**
- **Recognise worker fatigue**
- **Put in place robust compliance monitoring, checks and actionable resolutions**
- **Communicate often with employees**
- **Exercise flexibility**
- **Make the workplace as safe as possible**
- **Establish common purposes**
- **You need to allow rapid decision making**
- **Clear Accountable roles**
- **Empower your staff**



WORKEST
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10 Workplace Lessons Learned From COVID-19



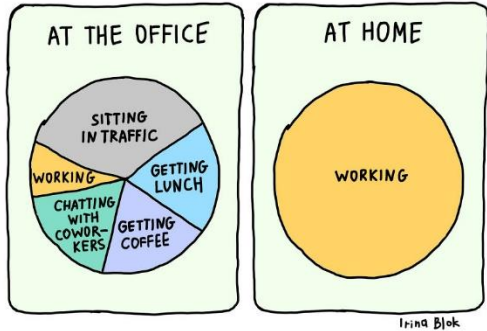
Summary



- **1200 staff affected by lockdown**
- **Short term redeployment to essential working by June 2020**
- **Back to full strength by October 2020**
- **Social distancing, Risk assessments and Method statements established**
- **Return to college/study underway**
- **New intake and inductions complete**
- **Established methods for dealing with employees, clients and tenants.**
- **Positive attitudes towards the future from the team's achievements**



working



Discussion, Questions & Answers

