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# **ROTHERHAM CLEANING SERVICES**

## **THE CIVIC OFFER**

- **PLANNING & MANAGING LONG-TERM SUCCESS**
- **MAINTAIN PERFORMANCE WHILST CONTROLLING COST**
- **NEW OPPORTUNITIES**

# Where we came from

- **Town Centre staff spread across 7 buildings and a Town Hall.**
- **Very poor building condition, difficult for cleaning services to make a difference to the work environment**



# Where we came from

- **Poor efficiency of building space usage:-**
  - **1 Desk per employee which surveys indicated were only occupied, on average, for 60% of the working day.**
  - **Poor security**
  - **Caretaking basic**
  - **Cleaning activity difficult and ineffective**
  - **Early morning cleaning only**
  - **No respect for the building support services hence low morale within the teams**
  - **No staff facilities**





# What we decided to do

- **Business case indicated it was more cost effective to relocate to a new build than to refurbish. (by £85 million over 35 years)**
- **New build option opened up many opportunities to support overall renaissance objectives of Town**
- **Office requirement to be reduced by rolling out agile working to all staff**



# What we decided to do

- It quickly became apparent that the proposed building could not be delivered in isolation and that an extensive programme to change the way the council worked was required. This became the **WorkSmart** programme. Building design, cleaning, maintenance and operation was an integral part of this programme.

**Changes in property & property use should be informed by long term service requirements and ideally not the other way around.**

# What is WorkSmart?

**‘WorkSmart** is modernising the way we work to make the Council more efficient, leading to better services for citizens, a better work life balance for employees & better environment’

# WorkSmart

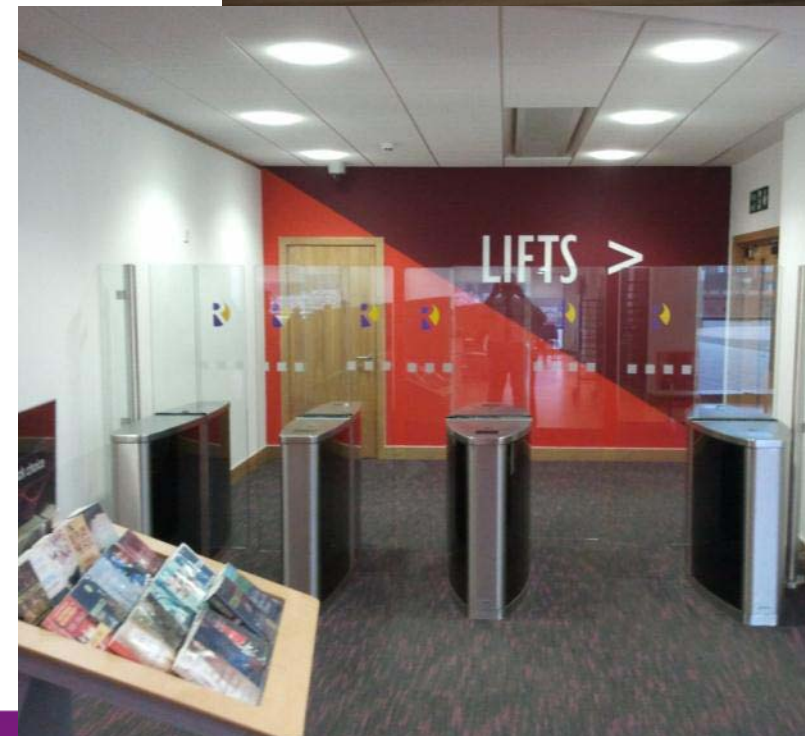
- **Space Allocation:-**
  - **Fixed worker**
    - 1 desk per fixed worker
    - An assigned Locker 0.45 Im
    - Assigned Team Storage 1.5Im.
  - **Flexible worker**
    - 5.8 Desks per 10 Flexible Workers
    - An assigned Locker 0.45 Im
    - Assigned Team Storage 1.5Im.
  - **Mobile Worker**
    - 1 Desks per 4 Flexible Workers
    - An assigned Locker 0.45 Im
    - Assigned Storage 0.8 Im.
  - **Permanent Home Worker**
    - No allocation in the office





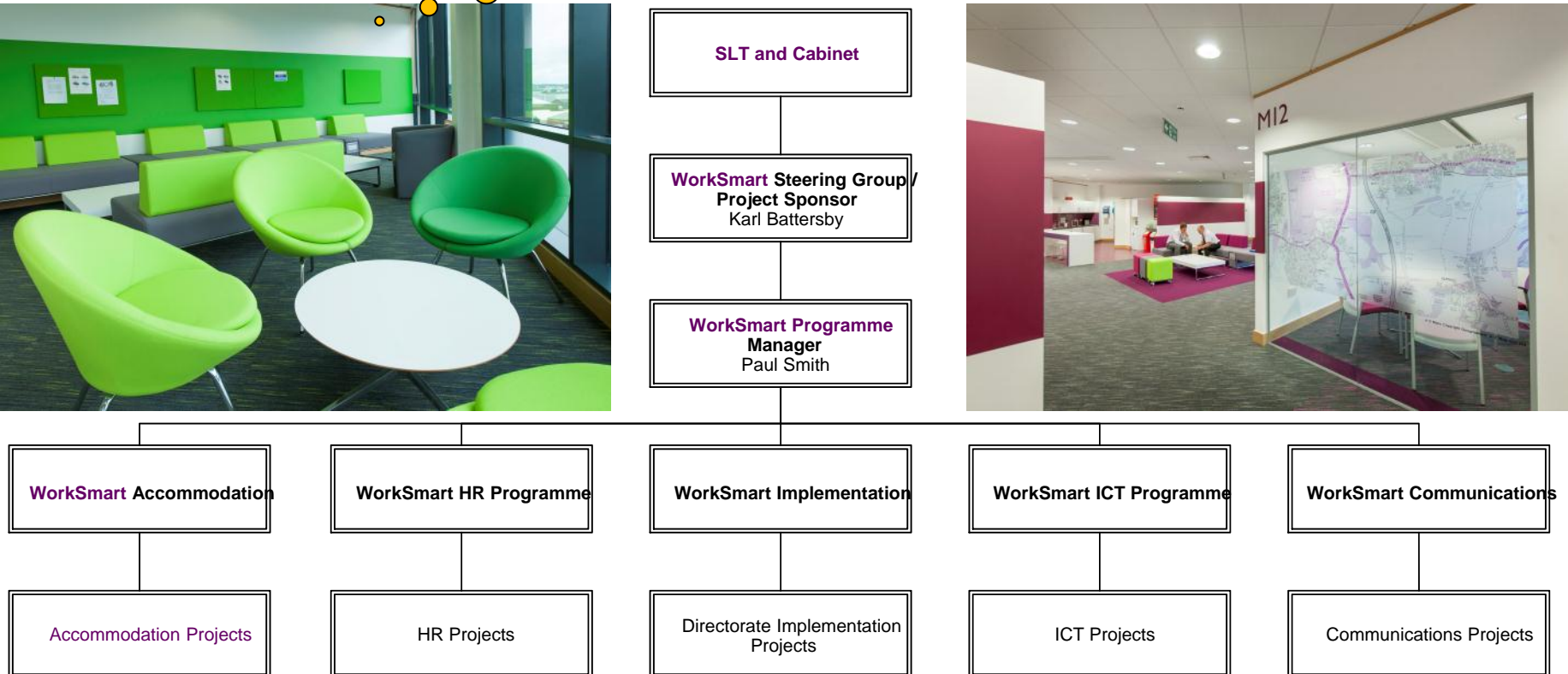
# WorkSmart

- **Facilities at Riverside:-**
- **Staff Facilities**
  - 12 Showers (2 Disabled)
  - Loading & delivery service
  - Prayer/ Contemplation Room
  - Medical Room
  - Parenting Room
  - Public Café + Kitchens/ Tea Points + Vending + Breakout spaces
- **Improved Security**
  - Electronic Pass systems
  - CCTV Coverage



# Governance

Keep it simple and delegate appropriately





# RIVERSIDE HOUSE





# Riverside House Vital Statistics

- 16,000 m<sup>2</sup> Nett Internal Area (20,000 Gross)
- 1 desk per 8.5 m<sup>2</sup> in the office spaces
- Excluding Public Areas (Ground Floor) 1 Desk per 10m<sup>2</sup> NIA
- 5.8 desks to every 10 office employees.
- 1306 Desks supporting up to 2241 employees
- 5.8m<sup>2</sup> per employee against a government target of 12m<sup>2</sup> per employee.



# Riverside House Occupants

- Library/ Arts and Gallery
- Customer Service Centre
- Registrars Office & record storage
- Café
- Social Services Case Conferencing Facilities. With a separate public entrance.
- Statutory Small Marriage Room (Marriages now at the Town Hall & Museum)
- Emergency Control Rooms which double up as ICT training rooms.

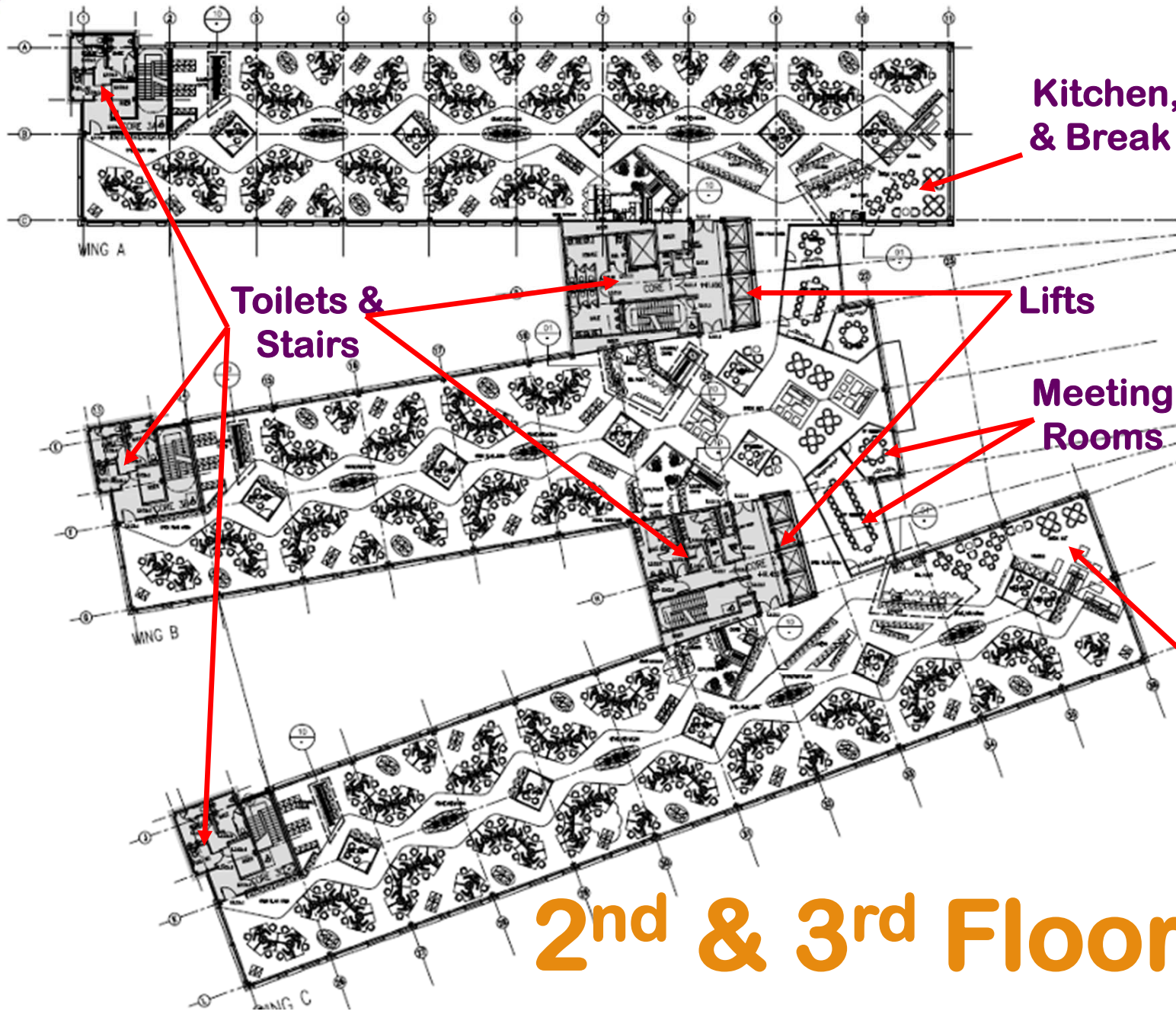




# WorkSmart

## Office environment & use





**Kitchen, Vending & Break Out Area**

**Toilets & Stairs**

**Lifts**

**Meeting Rooms**

**Kitchen, Vending & Break Out Area**

# 2<sup>nd</sup> & 3<sup>rd</sup> Floor Plan

# Outcome

- **Reduction in Town centre floor area from 45,000 m<sup>2</sup> to 30,000 m<sup>2</sup>**
- **Reduction in town centre buildings energy costs from £867,000 to £396,000 a year.**
  - Energy cost per employee reduced from £369 to £166 per annum (Riverside = £122 Pa)
- **58 workstations for every 100 previous desks.**
  - Desk usage survey indicate we still have an average of 40% free desks across the week. So we will be looking to bring more staff in.
- **Vastly improved resilience of building and ICT systems.**
- **£85 million less (over 35 years) than option of refurbishment alone.**
- **£180,000 per year less office churn.**



# Cleaning Service Response

- **Branding – Facilities@Riverside**
- **Mobilisation Plan**
  - 7 to 1 over 5 month period
  - Staffing morning to evening plus reactive
  - Offers of severance plus recruitment & training
  - Scope of responsibility
- **Customer Service Changes**
  - Day-time helpdesk response
  - Housekeeping
  - Recycling
- **Extending Services**
  - Scope
  - Delivery
  - Continuous improvement



# Facilities@Riverside

## Meeting Rooms in Riverside House.

- All rooms have AV including IP TV (5 pre-set channels).

- 49 off 4 Person Quiet Pods/ Booths (not bookable)
- 8 off 4 Person
- 8 off 8 Person
- 4 off 8 Person (Flexible Configuration can be 2 x 16)
- 2 off 12 Person
- 2 off 16 People (Flexible Configuration can be 1 x 32)
- 1 off 18 Person
- 4 off 20 Person
- 2 off 15 Person Emergency Control/ ICT Training Rooms
- 5 off Directors Offices with 6 Person meeting Table

- 8 person and above have induction loops

- 16 person and above have audio enhancement and Blu-ray players.



# Resource Booking System

Meeting room booking

Condeco  
Booking  
System is  
managed  
by  
Facilities@  
Riverside



Staff don't  
have time to  
search for  
rooms

# Facilities@Riverside – Caretaking Services



Move from basic  
locking up &  
porterage

- Planned Preventative Maintenance
- Security & call-out 24/7
- Integral part of emergency response
- Delivery/receipt handling
- Recycling & waste management
- Integral office move management

# Security@Riverside

- Night & week-end building management
- Early morning reception management
- Control of out-of-hours building access



# Café @ Riverside

Rotherham  
Metropolitan  
Borough Council  
Where Everyone Matters

- Full business case
- Secured prime location
- Income target contributes to central funding



## Partnership activity

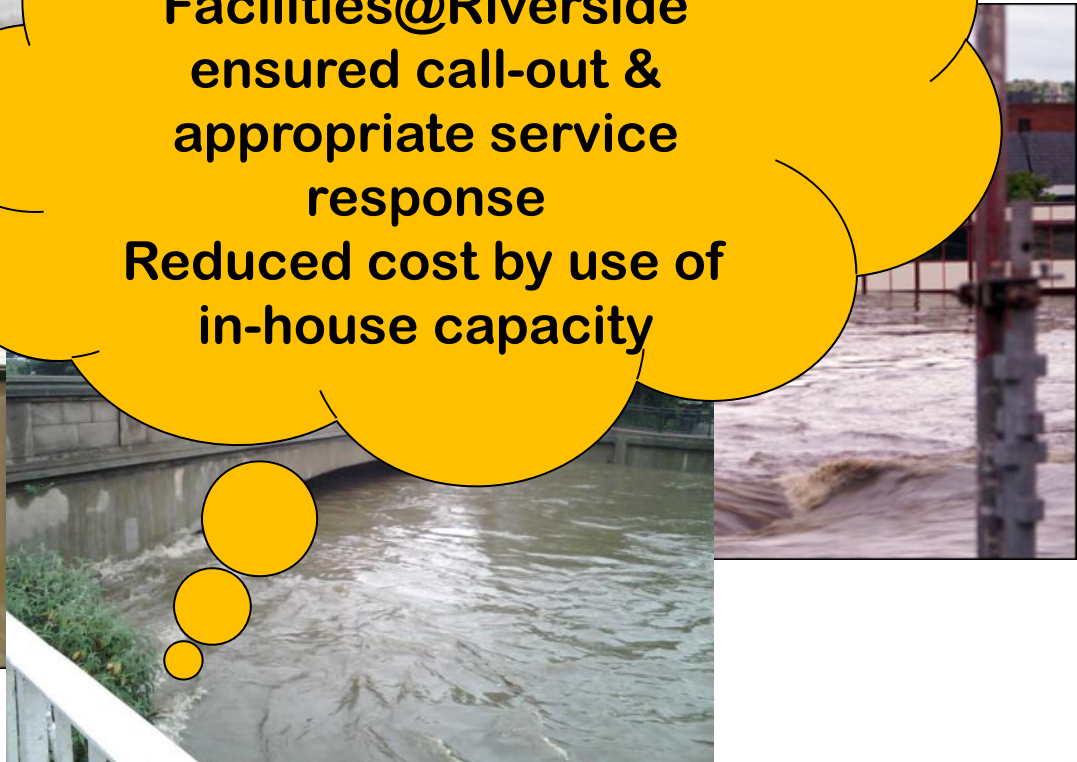
- RUFC
- Town Hall
- Cultural events
- Public



## Facilities@Riverside - Business Continuity Planning\Disaster Recovery



**BCM within  
Facilities@Riverside  
ensured call-out &  
appropriate service  
response  
Reduced cost by use of  
in-house capacity**





# FACILITIES@RIVERSIDE

Service Area	Value Added
Cleaning	Initial reduction from 390K to 325K plus year-on-year 15% reduction
Caretaking	Increase resilience response, call-out capacity & reduce PPM £40K initially then 10%/ 15% increasing to 20% target for 2014/15
Security	All activities undertaken within existing budgets
Cafe	Income targets achieved – 15% year-on-year increase



# Facilities@Riverside

## How may we help?

### Future Opportunities



- Profile/Reputation
- Interim management
- Business opportunities
- Events management
- Third sector support opportunities
- Consultancy

**Any questions?**

**Facilities@Riverside**