

Facilities Operational Control Centre

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Facilities Operational Control Centre

- Background
 - Operational need, supporting managers, complete picture of the service
- Main Functions
 - Janitorial, Catering, Cleaning
- Evolution and future development
 - How it grew, mobile cleaning team

Background

- Supporting Officers
- Janitorial cover
- Letting cover

Background...continued

- Down time arrangements
- 24 hour standby
- Systems & Processes

Main Functions

- Allocation of cover to janitorial, catering & cleaning services
- Liaison with community letting
- Recruitment
- Induction programme

Main Functions... continued

Covid Response

- Emergency Cleaning Team
- Supporting frontline cleaning teams
- Responding to positive cases
- Support to social work care homes

Evolution & future development

- Team of 8
- Dedicated PAT tester and maintenance of cleaning equipment
- Asset register and H&S
- Dedicated team of interviewers to fill frontline posts

Evolution & future development...

continued

- Future strategy to evolve the emergency cleaning team into area based Mobile Cleaning Squad
- Succession Planning
- Expect the unexpected

.....a command centre enables an organisation to function.....to perform day to day operations regardless of what is happening around it, in a manner in which no one realises it is there.....

Facilities Operational Control Centre – Stats 22/23

- 2475 lets covered
- 1197 property openings
- 1494 PAT testing carried out
- 594 machine repairs
- 560 interviews carried out
- 189 inductions arranged
- 491 uniforms delivered
- 181 out of hours responses
- 371 electrostatic sprays carried out

**Any
Questions?**

