Digital Shift
Building Cleaning Training

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Introduction

Building Cleaning in Pembrokeshire

Context:
Building Cleaning
Schools

Transformation Programme
Covid 19

The Technological Transformation

Maximising our use of technology to enable business change, creating efficiencies, and enabling a more agile workforce.

- Agile – a flexible workforce that requires less building space.
- Digital – developing an appropriate digital offer for both internal and external customers.
- People – developing our people to be able to use technology more effectively to aid their work.

The Cultural Transformation

Developing a new culture that is aligned to a value based, not rule based, way of working.

- Supporting staff to become more innovative, customer-focussed, commercially minded & entrepreneurial.
- Developing a can-do attitude and an organisation built on trust.
- Delivering organisational redesign to create efficiencies and open new possibilities for the way we deliver services.

The Relationship Transformation

Creating, in consultation with our staff and stakeholders, a new relationship :

- Schools
- Youth Service
- Working more collaboratively

The Covid Challenge

No SLA's in place between school and Corporate Resources
Number of staff shielding or vulnerable due to age range and medical conditions
Request for additional staff and hours at 68 sites.
15 days to turn around 40 additional cleaners
No available trained staff
No time for recruitment

Solution

Interdepartmental problem solving
- Education
- HR – reviewed vulnerable and shielding workforce
- Youth service and Six form co coordinators
- Learning and Development
- FM and Building Cleaning
- Communication team

Training?

Issue 1: No off the shelf cleaning training available - historically all on the job training?

Issue 2: Young workforce limited experience

Issue 3: Older work force – set way of doing things

Issue 4: COSSH, Data Sheets, equipment

Issue 5: PPE

Issue 6: Timescale for deployment

Issue 7: other training needs

Issue 8: Quality assurance

Transformation

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Let's shoot a video for training purposes

- Write a script
- Quality assure the script
- Translate the Script
- Get person to film video
- Identify cleaner to carry out cleaning for the video
- Get a venue
- Get video edited
- Provide video to L and D team to host on the POD system
- Process new starters and get them through training – deploy to school
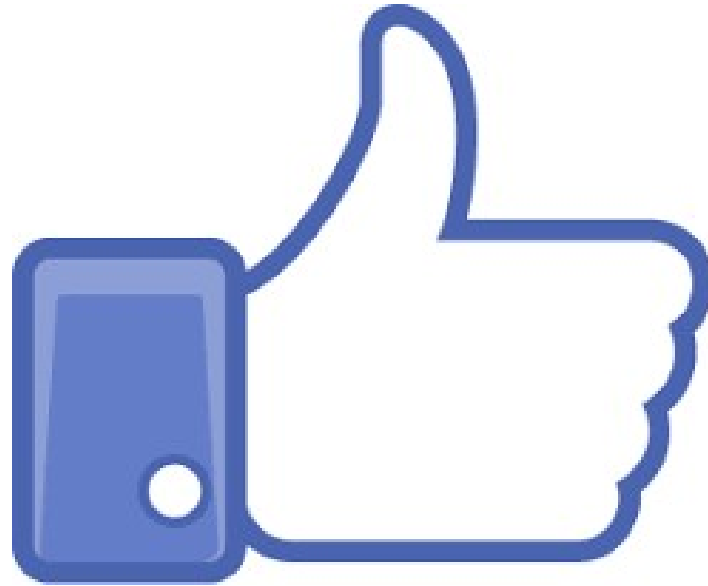
The Challenge

15 DAYS

9 translated videos

40 year 13 students

20 existing staff members 6 sites

Our videos

Thank you