

The Highland Council

27 October 2016

Agenda Item	
Report No	

Future Management of Catering, Cleaning, and Facilities Management/ Janitorial Services

Report by Director of Care and Learning

Summary

The report summarises the recommendation of the Redesign Board with regards to the future management of Catering, Cleaning, FM and Janitorial Services, which is referred to Highland Council for decision.

1. Background

1.1 Member are referred to the following reports, considered at the Redesign Board on 18 October 2016, and which are circulated in as separate booklet to this report:

- Redesign Board: The Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services – Business Case (18 October 2016)
- Redesign Board: The Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services (4 October 2016)
- Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services – Business Case (October 2016)

2. Discussion

2.1 The Redesign Board was presented with an outline of the Business Case for the Future Management of Catering, Cleaning, FM and Janitorial Services (CCFM/JS). The Business Case shortlisted two options for the Board to consider:

- 1A Cleaning FM/JS transfers to HLH, Catering remains with HC.
- 2 All CCFM/JS transfers to Property Services (currently in D&I)

2.2 The Board discussed a range of issues including the strength of both options, and were encouraged by how enthusiastic both HLH and Property Services are about delivering CCFM/JS.

2.3 The Board noted the merits of the HLH approach to opening up schools for community use and the good relationships that HLH has with the Council, with Head Teachers and with the wider Highland community. The Redesign Board also gave consideration to the impact that any transfer to HLH might have for staff, as well as the issues associated with splitting Catering from

Cleaning/FM/JS.

- 2.4 With regards to Option 2, the Board considered that the proposed Property Management Service offered a comprehensive one-stop solution for schools and other Council buildings, coordinating property maintenance with CCFM/JS. The Board also noted that that option kept Catering and Cleaning/FM/JS together, although there was work to do to address the issues with community lets and cultural change. The Board considered this option offered more potential as part of the redesign of the Council at this time and it was the preferred option of staff side representatives.

3. Outcome of the Redesign Board

- 3.1 Following a vote, and by a clear majority of 13:3, the Redesign Board recommended that the following option is referred to Highland Council for approval:

- **Option 2:** The transfer of all of Catering, Cleaning and Facilities Management and Janitorial Services to Property Services, currently within the Development and Infrastructure Service.

4. Implications

- 4.1 The Resource, Legal, Equalities, Climate Change/Carbon Clever, Risk, Gaelic and Rural implications are outlined in the attached Redesign Board report (18 October 2016)

Recommendation

Members are asked to:

1. Note the recommendation of the Redesign Board
2. Agree the transfer of CCFM/JS to the Development and Infrastructure Service, with effect for April 2017

Designation: Director of Care and Learning

Date: 18 October 2016

Author: Bill Alexander, Director of Care and Learning
Phil Tomalin, Change Project Manager

Background Papers:

Redesign Board: The Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services – Business Case (18 October 2016)

Redesign Board: The Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services –(4 October 2016)

Future Management of Catering, Cleaning, and Facilities Management /Janitorial Services – Business Case (October 2016)

The Highland Council

Minutes of Meeting of the **Redesign Board of the Highland Council** held in Committee Room 1, Council Headquarters, Glenurquhart Road, Inverness on Tuesday, 18 October 2016 at 2.00pm.

Present:

Mrs I McCallum (Chair)	Mr M Reiss
Mr B Lobban (Vice Chair)	Mr A Christie
Mrs M Davidson	Mr T Prag
Mr B Fernie	Dr J Davis
Ms M Smith	Mr D Millar
Mr G MacKenzie	Dr I Cockburn
Mr T MacLennan	Mrs D MacKay

Also Present:

Ms J Douglas

Mr J Gibson, UNISON

Mr M Haymer, GMB

Officials in attendance:

Mr S Barron, Chief Executive
Mr D Yule, Director of Finance
Mr B Alexander, Director of Care & Learning
Mrs C McDiarmid, Head of Policy and Reform
Mr P Tomalin, Change Project Manager
Ms R Cleland, Corporate Communications Manager
Miss J MacLennan, Democratic Services Manager

Business

1. Apologies for Absence

Apologies for absence were intimated on behalf of Mr J Gray and Mr A MacKinnon.

2. Declarations of Interest

There were no Declarations of Interest.

3. Minutes of Previous Meeting

There had been circulated Minutes of the previous Meeting held on Tuesday, 30 August 2016 which were **AGREED**.

4. The Future Management of Catering, Cleaning and Facilities Management/Janitorial Services

There had been circulated Report No. RDB/12/16 dated 10 October 2016 by the Director of Care and Learning which summarised the Business Cases for options for the future management of Catering, Cleaning and Facilities Management/Janitorial Services (CCFM/JS) and invited the Board to consider

and discuss the proposed options and to select one option to recommend to the Council.

There had also been circulated Letter dated 14 October 2016 from Unison and Letter dated 14 October 2016 from High Life Highland.

In this regard, the report previously circulated for the Board Workshop on 4 October (Appendix 1) and the Business Case (Appendix 2) had also been attached as background papers.

During a summary of the report, specific and detailed information (including issues in relation to the delivery partner, tax and legal implications, service delivery, expected benefits, timescale, costs and major risks) was provided in relation to the following two proposed options:-

Option 1A – transfer Cleaning and FM/JS to High Life Highland

Option 2 – transfer all Catering, Cleaning and FM/JS to the Property Section within the Council's Development & Infrastructure Service.

During discussion, Members raised the following issues:-

- there had been significant discussion and consideration of this issue over recent months and thanks should be conveyed to the staff involved for the two options which had been presented for consideration;
- both options represented a significant improvement in terms of the current arrangements and this was welcomed;
- there was a need to consider the possible impact on both organisations when deciding on what was the best option for the future;
- most importantly, the effect on staff had to be paramount as it was vital that they were involved in taking forward the redesign of services;
- it should be noted that commercial considerations would be the responsibility of either High Life Highland or the Council (dependant on which option was chosen) and this included costs, income and any profit which might be generated;
- the Responsible Premises Officer in all cases would be the Head Teacher and any issues arising from the new arrangements would be dealt with through dialogue and training as at present;
- in terms of the Letter from Unison which had been circulated to the Board, it was confirmed that the conclusion had been reached that the staff side could not support the transfer of the service to High Life Highland and also that there was no support for the proposal to split catering from Cleaning/FM/JS. However, it was also highlighted that assurances had been given that, regardless of the final decision, Unison would continue to work together in partnership with any chosen organisation or service;
- it was considered that the Property Service could take this forward successfully with the help and input of staff as part of future redesign proposals within the Council;
- it had to be recognised that there were already excellent examples of staff transfers from the Council e.g. NHS Highland, High Life Highland, and they continued to be successful;
- it was imperative, not least for staff morale, that a decision was taken as quickly as possible;

- the appropriate provision of janitorial services within all Schools from within the existing budget had to be given a very high priority;
- it was also of vital importance that the school lets facility was streamlined as soon as possible as this would benefit all concerned and it had to be recognised that High Life Highland (who were already working very successfully with Schools) were in the best position to take this forward;
- it was a concern that some staff who were currently working within both Catering and Cleaning could end up with different line managers in different organisations;
- retaining services within the Council would allow more flexibility for the future in terms of making the necessary changes to services;
- it was important that a very strong recommendation was put forward by the Board in terms of the way forward;
- this was a very early stage in the redesign process and it was imperative that the views of staff were taken into account as they would be instrumental in taking forward the changes needed within services;
- in terms of the Letter from High Life Highland which had been circulated to the Board, it was clear that they were very receptive to the proposal for the transfer of Cleaning and FM/JS and had recognised the potential opportunities for increased public access to school buildings and efficiencies to be realised in bringing staff teams together under one chain of line management;
- the issues which had been identified as part of this process had to be resolved as soon as possible with the involvement of Head Teachers and staff, not least in terms of facilities management and property maintenance within Schools; and
- from the discussion which had been undertaken at the meeting, it was clear that the majority view of the Board (13:3) was for the acceptance of Option 2 within the report.

Thereafter, the Board **AGREED TO RECOMMEND** Option 2 (transfer all Catering, Cleaning and FM/JS to the Property Section within the Council's Development & Infrastructure Services) to the Council for implementation.

The meeting ended at 3.10pm.