



East Riding of Yorkshire Council  
County Hall Beverley



# What is East Yorkshire?

- Its one of the largest unitary authorities in England by area, though much of it is rural, including farmland, coastline and the Yorkshire Wolds.
- Approx 957 square miles with approximately 53 miles of amazing coastline regarded as one of the fastest eroding coastlines in the UK.
- The East Riding is larger than Greater London in land area and has a population of around 340,000 making it relatively sparsely populated compared to its size.
- By comparison Hull City Council has a population of approximately 275,000 however the population is spread over 28 square miles.



# Accommodation Services



- Operating income is circa £5.9 m
- **Cleaning £4.5m**
- **Caretaking £1.4m**
- 34 public conveniences
- **Budget of £450,000**
- In total 400+ staff servicing 200+ sites.





# Accommodation Services



## Key responsibilities

- Day-to-day management of all corporate accommodation
- Operate on a commercial basis;
- Ensuring all sites are open, clean and fit for occupation daily
- Commercially effective, comprehensive cleaning and caretaking service
- Manage 400+ staff in over 200 sites throughout ERYC.



# Accommodation Services



## Key duties

- Site Security. (Planning meetings etc)
- Site cleaning assessments.
- Provision of confidential waste sacks and disposal of white and confidential waste.
- Disposal of cardboard, batteries, general waste.
- Disposal/Recycling of furniture..
- Removal and disposal of needles and drug taking paraphernalia.



# Accommodation Services



## Key duties (continued.)

- Sanding and re-sealing of wood floors.
- High level cleaning (School Kitchens, Main halls etc)
- Intruder/Fire alarm training/testing.
- Boiler training.
- 9 basic cleaning task training.
- Stripping and re-polishing of vinyl floors.



# Accommodation Services



## Key duties (continued.)

- Provision and delivery of packing boxes.
- Snow/Ice clearance from car parks and walkways (Subject to staff availability)
- Advice on dealing with adverse weather conditions and gritting plans.
- Chairing of Site User meetings at the corporate sites.
- Optimum space allocation.



# Public Conveniences



- Open clean & close 34 sites on a daily basis.
- Report and manage all building repairs
- Arrange collection of sanitary and nappy bins.
- Most are open 365 days a year  
including Christmas day !
- Record and dispose of any drug taking paraphernalia found within the toilets.
- Introduce charges to 14 of the conveniences, estimated income £5-6k allowing the toilets to be self funding thus saving the Authority in excess of £450k annually.
- Looking at the possibility of charging for 14 of the toilets. Potential income of 600k based on current footfall.





# Accommodation Services

## **Security (Increased risks) Protect and Preserve**

- A changing world.
- Local issues( Fracking, Planning applications)
- Corporate buildings-site security.
- Policies require updating or rewriting altogether.



# Sanding and Sealing of wood floors

## At schools and other buildings

Haltemprice Leisure Centre



Bridlington Spa



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# Accommodation Services

## Void Cleans

- Service Level Agreement (SLA) with Housing
- Emptying and cleaning of voids within the Housing stock.
- Team of 3 employees & vehicles
- Based at Carnaby Beverley and Goole depots
- A Framework agreement to empty, clean, fumigate properties left in a poor condition etc.



# Accommodation Services

## In the last 12 months

- Cleaned over 1750 vacated properties with the 3 depot-based staff.
- Emptied/cleaned over 550 properties through the Voids Framework agreement.
- Emptied more than 500 Skips.
- Dealt with over 100 fly tipping incidents.
- Supported Social Services in over 50 hoarding cases.





# Accommodation Services



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# Accommodation Services



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# The Changing Workforce

## So, what's changed over the last 10-15 years? (without offending anyone)

### **Age of staff employed**

Used to be mainly middle aged to older females, now we employ many late teens and those in their twenties.

### **Sex of staff**

Used to be predominately female, now we have a mix of male, female and transgender.

### **Nationality**

Used to be predominately white British, now we have staff from all over the world.

### **Pay Rates**

Hourly rate for front line staff has increased significantly (Minimum wage/Living wage/Annual pay awards)



# Meeting the current challenges

## What are the current challenges?

- Government settlement for Local Authorities.
- Diversifying workforce, language and training. ERYC has converted our inhouse training manual into various languages.
- The private sector v local Authorities. payrates/annual leave/sick pay etc. How can we compete? Work smarter/quicker/more efficient?
- Central Establishment Charges (CECs)
- Meeting customer expectation in a world where everyone wants more with no additional money to go round.
- Voluntary redundancies.





# What next for local authority facilities management services

## Who Knows!

- Since The Local Government Act 1999 formally replaced the CCT (Compulsory Competitive Tendering ) requirements with Best Value duties, soft FM has appeared to be an easy target for financial cuts.
- However, during CCT local authorities who managed to keep the work in house had to reduce the workforce and increase productivity successfully to meet the private sector head on.
- When CCT was abolished, the in-house local authorities were in a good position to undertake their Best Value duties but again cleaning and caretaking became an easy target for customers to look at financial savings.



# What next for local authority facilities management services

Bearing in mind most local authority cleaning is high in productivity and some elements of the charge out rate including CEC's are beyond our control then maybe its time to look outside the box.

Do we look at arms length companies to look after soft facilities management, is that a viable option where you could almost set your own policies, CEC's etc

## Could arms length companies be the future?



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# Any Questions?



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