

Facilities – Cleaning

APSE

23rd July 2025

Soft FM Services

- ❖ **Until 2025 – Comprised Catering & Cleaning**
- ❖ **April 2025 – Integrated Janitorial services into the structure**
- ❖ **We now have c.1000 front-line staff across 58 schools & 20 corporate buildings**

Context & Challenges

- ❑ **Budget constraints & rising expectations**
- ❑ **Recruitment & Retention in cleaning teams**
- ❑ **Demands for innovation to increase efficiency & reduce staffing costs**

Strategic Approach

Vision:

The delivery of safe, consistent and efficient cleaning services that enhance public trust in Falkirk Council

Service Model:

- **Building Services Officers responsible for Catering & Cleaning operations**
- **Supported by the Area Facilities Officer with a specific remit for Cleaning**
- **Standard Operating Procedures/Protocols across schools and corporate buildings**
- **Integrating with wider FM strategy: *No longer an operational cost centre, we are a strategic enabler of Facilities Management***

Innovation in Cleaning

- **Investment in Robotics & AI technology**
 - Improving standards in larger spaces and high footfall areas
- **Digital Workforce Tools**
- **Sustainable Cleaning Initiatives**
 - Eco-friendly chemicals
 - Staff development on low-water techniques and microfibre systems

Workforce Development

- **Competency Framework & Training Development Plans**
- **PPP/PFI TUPE Transfer Integration**
- **Career Pathways – Creation of School-to-Work Pipeline**

Future Priorities

- **Scaling Robotics to more schools if the ROI is proven**
- **Developing an FM innovation board for continuous improvement**
- **Creation of an Integrated FM model – Hard & Soft FM & Compliance**

By combining staff, innovative technologies and sustainable practices, Falkirk Council is transforming Facilities Management to deliver quality and best value