



# East Ayrshire Council

## APSE Presentation

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### Providing real opportunities within soft FM services

Soft FM is subject to continuous change, innovation and development, under pressure to reduce costs and to add value to the organisation

Always mindful that our biggest asset is our staff

# The Big Issues

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Janitorial review.

Turned into full service review

Community asset transfer strategy

Standardising all G2 posts.

Recruitment



# Our Challenges

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We need to attract more people to come and work for us

We need to make it as easy as possible to access and apply

We need to offer opportunities ,quality training & development, higher earning potential

We need to be able to retain our staff by offering a flexible work / life balance

# Recruitment within the Community

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Marketing the council as a good place to work

Facebook

Target specific geographical areas

Local Interviews – Local Advertising



# Changing our approach

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Aiming for a higher attendance rate for interview



# Central V's Local Interviews

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Interviews were arranged and held in Kilmarnock  
only 16% attended

Interviews were arranged in the communities  
68% attended



# What do we offer?

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- Multiskilling Opportunities for our staff  
(cleaning, janitorial, catering and Crossing Patrollers)
- Transitional Training  
(Career development path, change of job)
- Janitor's Training School  
Born 2011  
3 day course / then practical 'on the job'  
All aspects of Janitors post

# The Janitor Training School

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New and existing staff trained to ensure they have the knowledge and the tools to carry out their duties effectively from the start.

Empower staff to COPE by creating;

- Confidence
- Opportunities
- Professionalism
- Efficiency



# F.M Training Academy

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New and existing staff trained to ensure they have the knowledge and the tools to carry out their duties effectively from the start.

Work in partnership with EAC Learning Academy

All training reviewed on a regular basis in line with EAGER Development plans

Increased staff confidence.

Increased customer confidence .

Fewer mistakes due to increased understanding.

Happiness for the Managers 😊



# Subjects covered

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Corporate Induction

Health & Safety tool box talks

Fire regulations / procedures

Intruder alarms

Fire alarms

Water safety, testing and recording

Property repairs / recording / reporting

Customer care

Security checks / out of hours call outs

CCTV systems



# Subjects covered

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Risk Assessments

Winter and severe weather

Absence policies & procedures

Manual Handling

Protecting People

After school lets

Cleaning updates

And always encourage discussion  
on all these subjects



# Benefits to Date

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- Improved Retention
- Increased Multiskilling
- Increased Opportunities
- Increased Flexibility
- Improved Efficiency
- Staff are Engaged and Empowered
- **BETTER SERVICE**



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# Questions Please