#### **About me: Michael Hilarion**

East Ayrshire Council <u>Service Manager : Asset & Facilities Support</u> Building maintenance, Janitorial, Cleaning, Crossing Patrol

Joined last year and this is my first role in a council

Other public sector experience = 7 years in the Health Service in the 1990's

Majority of career in private sector as a senior manager working in Property & Facilities Departments for organisations such as Prudential, Capita, Vodafone, 3 Mobile

## Our journey to make it better:

- A focus on our bright spots
- The excellence programme
- FM teams as the catalysts for change

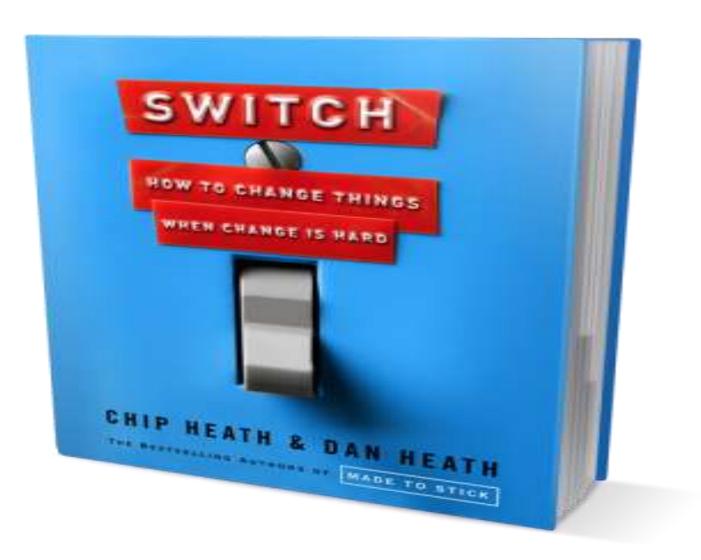




# Look at where things are performing well and look to replicate it

#### **Bright Spots**





#### **Magic Moments**

## **Bright Spots**



"Sparkling school team sweeps up National Cleaners Award."



ASSIST CLEANING TEAM OF YEAR 2016 Judges were impressed with the team's flexibility in delivering a first class service to the school, undertaking different roles – from assisting in janitorial duties, free school meals initiatives and school crossing patrols.

# Magic Moments

#### **Bright Spots**



Muirkirk Primary Finalists Assist FM Awards -2018

Although they were pipped to the post by an equally great team from West Lothian Council they are a bright spot in the eyes of all in Asset & Facilities Support.



Why they are such a great teams in their own words:



# **Appreciation**

Respect

## **Working together**

Shared vision by FM & Education team

PUT PEOPLE FIRST

# CREATE A NURTURING ENVIRONMENT FOR EVERYONE

VIEW THEIR ROLES AS A VOCATION

ALL WORKING TO ACHIEVE SAME END RESULT



#### Programme for FM staff



#### **Janitorial Co-ordinators**



**Chairing Meetings** 

Communicating with presence and impact- Using DISC

Management of WorkplaceStressLeading Change

Engaging individuals and teams

**Building Specific Information** 



## **Cleaning Academy**

Training for new cleaners: All new cleaners spend one week with out bright spot cleaning teams. Overseen by cleaning supervisors

Full practical training on innuscience cleaning products

Refresher training for all existing staff

Asbestos tool box talks - incident management



#### **CHANGE MANAGEMENT**





#### **ONE BUILDING APPROACH**

#### **VISION**

Stay relevant to the community we serve by making a difference

#### <u>GOAL</u>

Make it better by redesigning the way we work and limit disruption through an integrated approach to operating, maintaining, improving, and adapting buildings and services.

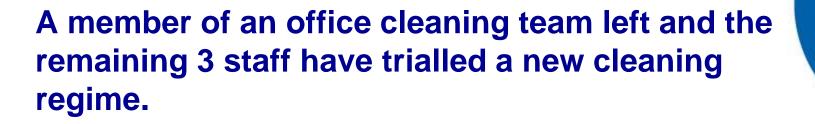
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#### COST **CUSTOMER EXPERIENCE CLUSTERS** CHANGE **CULTURE CHALLENGE CREATIVITY COLLABORATION** CONNECT CONTROL COMMITTMENT COMMUNITY

CAPABILITY

### OFFICE CLEANING TRIAL



All areas of building are being cleaned but the frequencies have changed.

Certain items such as phones/monitors were not being dusted as part of SLA but that has changed, I want a clean building.

Team able to making own decisions on whether areas need cleaning based upon room use

## Shift in Mind set



Janitorial teams IT training programme

Buying in to one building approach = taking over weeding

Created their own cluster working group to deliver change ideas

Janitorial co-ordinators are asking to deliver the conferences to their own agendas

Making cost saving suggestions= public holiday switch

## COMFORTABLE



Colleagues are looking at how they can do things differently. They are now also feeling comfortable in the fact they:

- are being listened to
- are more capable
- can influence their workplace
- make it better for themselves and others
- feel connected

#### THE RESULT :

• They are starting to drive and make change happen





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