



About me: Michael Hilarion

East Ayrshire Council

Service Manager : Asset & Facilities Support

**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*

Bright Spots



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



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



EXCELLENCE





Janitorial Co-ordinators

Chairing Meetings

Communicating with presence and impact- Using DISC

Management of Workplace
Stress

Leading 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



Catalyst for Change

"Creating change a small piece at a time..."

Catalyst for Change

Facilities & Property Management Department



ONE BUILDING APPROACH

VISION

Stay relevant to the community we serve by making a difference

GOAL

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.

1BA THE 13 C's



COST

CUSTOMER EXPERIENCE

CHANGE

CLUSTERS

CULTURE

CHALLENGE

CREATIVITY

COLLABORATION

CONNECT

CONTROL

COMMITTMENT

COMMUNITY

CAPABILITY



OFFICE CLEANING TRIAL

A member of an office cleaning team left and the remaining 3 staff have trialled a new cleaning regime.

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

Contact details



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