



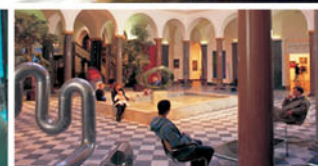
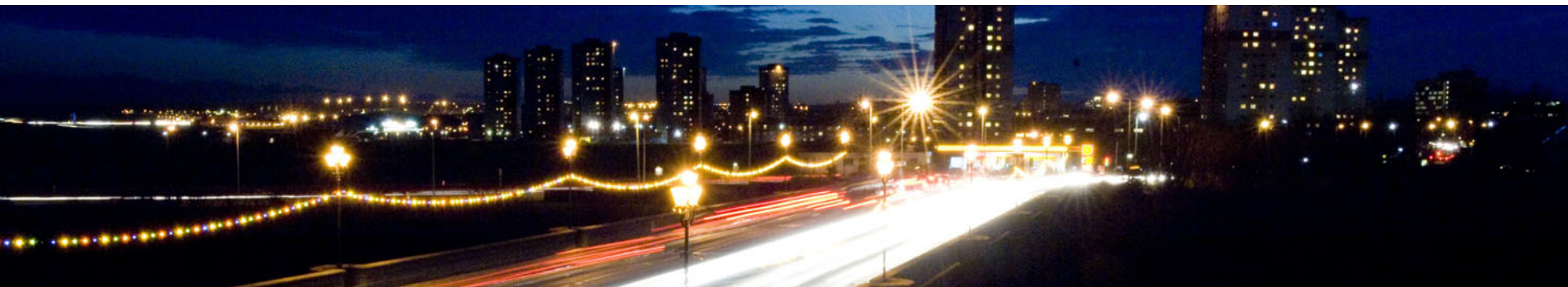
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CITY COUNCIL

'The development of building cleaning within Aberdeen City'

By

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Key areas for the presentation

- **Modernising the service**
- **A change of culture**
- **Implementation & approach**



Modernising the service

- **Output specification**
 - Start with 9 sites to prove could be done before roll out to all sites
 - Started with 200 and 250 input hours based on GFA
- **Uniform**
 - Full colour coded set issued
 - Raised profile, image and worth of cleaners
 - Improved security
- **Equipment**
 - Staff part of selection process
 - Increased productivity
 - Enabled reduced input hours to be achieved



A change of culture

- Think “**commercial not council**”
- Overcome staff and user perception of “**cutting service**”
- Move operation to day time so cleaner and cleaning “**visible**”
- **Engage and communicate with all stakeholders** at early stage and continue at every opportunity



Implementation & approach

2009-11

- **Change specification , new equipment and structure**

2011-12

- **Move operation to day time where possible**
- **Carry out option appraisal**

2012-13

- **Continue to review service**
- **Increase wage to living wage**



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Lesson learnt?

- **Staff and user perception/ understanding of an “output specification”**
- **“Commercial” mind set**
- **Engagement and communication with users, staff, trade unions**

QUESTIONS?



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