



St Edmundsbury
BOROUGH COUNCIL

B586

Cabinet 27 April 2011

West Suffolk House Joint Committee: 18 March 2011 (May11/08)

(The following is a summary of the decisions taken by the Joint Committee. This is for information only and no decisions are required by the Cabinet.)

Cabinet Members: Cllrs Sara Mildmay-White and David Ray *Chairman of the Joint Committee: Cllr David Ray*

1. First Aid at Work: West Suffolk House (Report B515)

RESOLVED:- That

- (1) with effect from 1 April 2011, all first aider training costs for West Suffolk House be charged equally between St Edmundsbury Borough Council and Suffolk County Council, as detailed in Section 3 of Report B515; and**
- (2) all First Aid training within West Suffolk House be managed by St Edmundsbury Borough Council's Health and Safety Manager and that Suffolk County Council's Corporate Health and Safety Manager be informed of trained staff employed by Suffolk County Council.**

Under the Health and Safety (First Aid) Regulations 1981 St Edmundsbury Borough Council (SEBC) and Suffolk County Council (SCC) had a legal duty to ensure their employees received immediate attention if they were injured or taken ill at work. First aiders had to have a valid First Aid at Work certificate issued by a Health and Safety Executive (HSE) approved training provider.

Under a new training regime, first aiders that had been identified as being required in the workplace, would need a valid certificate of competence in either:-

- (a) First Aid at Work (FAW); or
- (b) Emergency First Aid at Work (EFAW).

The costs over a three year period for the new training arrangements were estimated at £517 per person.

Agreement prior to occupation between the respective Councils was that first aid provision for West Suffolk House (WSH) would be met equally. Upon occupation of WSH, SEBC had 13 first aiders and SCC had three. Currently, SEBC had eleven compared to two from SCC.

Up to the present time there had been few first aider re-qualifications, due to the majority of first aiders remaining under the old scheme of refresher training conducted every 3 years; therefore SEBC had been able to absorb these costs. With the introduction of the new annual training requirements SEBC was no longer in a position to do this.

2. West Suffolk House Facilities Management Service and Catering Service: Key Performance Indicators (KPI's) (Report B517)

RESOLVED:- That

- (1) the previously agreed West Suffolk House Facilities Management Service and Catering Service Key Performance Indicators, provided for in Annex E of the West Suffolk House Operating Agreement and detailed in Appendix A to Report B517, continue to be followed as a method of measuring service delivery for these services; and***
- (2) on completion of the expected period of staff changeover and the arrival of new partner organisations within West Suffolk House, the KPIs be reviewed in the light of possible new service requirements.***

Annex E of the Operating Agreement for West Suffolk House provided for KPIs as a method of measuring service delivery for Facility Management (FM) Services and the Catering Service at West Suffolk House.

These KPIs were used in the first year of occupation and applied to those services provided by Suffolk County Council (SCC) Traded Services and County Catering SCC. They were also included in the tender documents when the services were competitively tendered and subsequently awarded to Ocean Group Limited and County Catering SCC.

The services measured by KPIs were now as follows:-

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| (a) FM Services Cleaning | Ocean Group Limited; |
| (b) FM Services Custodial and Security | Ocean Group Limited; |
| (c) FM Services Postal Services | Ocean Group Limited; |
| (d) Strategic Security | Traded Services, SCC; |
| (e) Courier | Traded Services, SCC; and |
| (f) Catering, WSH | County Catering, SCC. |

On award of the contracts, the KPIs were reviewed with the successful tenderers to ensure their continued relevance. A few minor clarifications were agreed, as detailed in Appendix A attached to the report. The KPIs along with parameters and targets were also included within this Appendix.

Members noted that the current performance level was generally acceptable and that working relationships with Ocean Group Ltd had improved as the contract had progressed.

3. West Suffolk House Building Manager: Terms of Operating Agreement (Report B519)

RESOLVED:- That

- (1) subject to minor amendments to be agreed between St Edmundsbury Borough Council's Head of Property Services and Engineering, and Suffolk County Council's Locality Property Services Manager, the role and duties of the West Suffolk House Building Manager post, as detailed in Appendix A to Report B519, be approved;**
- (2) as an interim measure, resources be made available from within the existing Suffolk County Council, Property Services Section, as outlined in Section 3.7 of Report B519;**
- (3) subject to the formation of the single Property Services structure between Forest Heath District Council (FHDC) and St Edmundsbury Borough Council, the West Suffolk House Building Manager's duties be encompassed within the FHDC Facilities Manager's role, as detailed in Section 3.4 of Report B519; and**
- (4) the actual time spent performing the duties of the West Suffolk House Building Manager and subsequent costs be recorded and charged to St Edmundsbury Borough Council and Suffolk County Council accordingly at the end of each financial year, as detailed in Section 3.6 of Report B519.**

As reported to the last meeting, the current Building Manager for West Suffolk House, Russell Hill, would retire on 31 March 2011. The adopted operating agreement for West Suffolk House provided that *'the authorities shall through the Joint Committee ensure that appropriate arrangements are in place from time to time, when required, to provide promptly for succession arrangements'* (Clause 5.10 refers).

In accordance with Minute 22 of the meeting of the Joint Committee held on 12 November 2010, the role and duties of the post had now been reviewed and a draft revised job description was attached as Appendix A to the Report, although it was pointed out in the report that this might require further minor amendment.

The majority of duties were not now considered sufficient to warrant employing someone to undertake the role on a full time basis and it was proposed that only 21 hours be allocated to this position.

Undoubtedly, the two most significant items of work have centred on tendering the Facilities Management (FM) contract and the rectification of building defects. Whilst the building defects had virtually been resolved, there was an ongoing responsibility to ensure maintenance was undertaken in a timely manner and to the correct standard.

There were ongoing functions of the Building Manager, apart from those outstanding items above, and these included ensuring that West Suffolk House was operating as efficiently and effectively as possible, be it space utilisation or energy

consumption and to see that policies and guidelines in respect of maintenance, operations and use of the building were being adhered to.

SEBC was currently working with FHDC, as its preferred partner, to progress the sharing of services. Property Management was a service that had been identified for review in the first year of a three year programme, namely, 2010/2011. A business case would be being submitted to both authorities' Members later in March 2011, proposing a single Property Services team, which would deliver cost savings but above all else would increase resilience to service delivery. Central to the staffing structure was a post encompassing FM which would cover all operational buildings currently managed by both authorities. Future service delivery requirements for both the FM role outlined above and the West Suffolk House Building Manager could most efficiently be accommodated by an extension of the role of an existing Forest Heath Facilities Manager post holder, who had the necessary skills and experience to undertake this combined role.

SEBC's elected Members and Unison had agreed a formal, shared at-risk process with the Members and the recognised union, Unison, at FHDC, and were bound by that for employees and vacant posts. Additionally, SEBC also has a shared redeployment register with FHDC. Heads of the Human Resource Group had been discussing shared at-risk processes county wide but this was not yet in place. Consequently, it was not considered appropriate to open this post to SCC employees as this would put the existing FHDC employee at risk.

The grading of the duties relating to the 21 hours allocated to the Building Manager's role was SEBC Grade 8 (equivalent to SCC Grade 7, point 47 maximum). Therefore, by the reduction in hours, the maximum cost to each authority would be £16,535, a saving of £9,168 over the current costs (£25,703) which equated to a 35% saving. The time element was estimated at this stage and it was proposed that the actual time spent performing those duties of the West Suffolk House Building Manager was recorded and any significant variation would be reflected in the recharge to SCC at the end of the year. Similarly the post would be subject to a Job Evaluation process.

As resolved at the Joint Committee meeting on 12 November 2010, as an interim measure the duties would be covered by resources to be made available by the existing SCC Property Services Section. It was anticipated that the single Property Services structure as outlined would be approved in April 2011, and therefore, the post holder should be in position in May 2011.

The Joint Committee expressed its thanks to Russell Hill for his work over this transitional period and for a long and happy retirement.