

## COVID-19 RESPONSE 5 – CLEANING ROTA SYSTEM

### 1. INTRODUCTION

During the COVID-19 crisis, it is Tayside Contracts' responsibility to make sure that the Community Hubs are available for use, along with a number of non-school buildings which the Councils wish to remain open. Tayside Contracts is extremely grateful to our employees for their outstanding contribution in keeping buildings open and hygienic and in doing so playing a significant part in the war on COVID-19. Tributes have been paid in the press on social media which are richly deserved.

However, we currently have varying levels of service demands for different functions and we must look to spread out the workload burden more evenly in some areas through the introduction of rotas.

It should be noted that the school catering service is not featured in this document as it is the only part of the Facilities Services Division to whom formal furlough arrangements may apply and a different approach will have to be taken for that workgroup.

The following services will not require a rota system as there is enough anticipated demand to warrant all employees being at work or they are not required as their work is not considered 'essential':

- ❖ Community Meals
- ❖ Communal Cleaning
- ❖ Building Cleaning (Non-School) in Angus and PKC
- ❖ Void House Cleaning
- ❖ Painting
- ❖ PAT Testing

Whilst there is no need for a rota system for those providing janitorial services there may be opportunities to stand down Facilities Assistants for at least part of the day by using the open and close protocol and 'non-working time' will be shared equally where practicable.

However, a rota system is required for school and for non-school building cleaners in Dundee as the reduced level of services means that we currently only have work for around 1 in 3 cleaners. This document seeks to set out a framework and guiding principles which will be used to develop rotas in a fair and equitable manner.

### 2. GUIDING PRINCIPLES

**Health and Safety** - Tayside Contracts' position is constant and unequivocal - 'an employee will not be asked to put themselves at risk whilst at work'. We will continue to develop and review our risk assessments based on the advice of Health Protection Scotland, this includes giving consideration to the psychological impact of standing someone down who would prefer to remain at work for the sake of their mental health e.g. experiencing loneliness through isolation..

**Caring/Domestic Commitments** - due consideration will be given to minimise disruption to work shifts and patterns for employees to ensure any caring/domestic arrangements are not disrupted.

**Work Rotas** - each employee will be allocated work shifts which are broadly in line with their current arrangements.

**Pay** - all employees will receive their contractual pay or actual hours worked, whichever is greater

**Travel to New Work Base** - As the Councils have closed a number of buildings, it will be necessary to redeploy employees to locations other than their normal place of work. All Tayside Contracts employees have a mobility clause in their employment contract which allows Tayside Contracts to move them to a different location so long as the new location is within reasonable travelling distance. While it is entirely up to employees how they travel to and from work it is recognised that some employees may not have their own transport and may not wish to use public transport at present so if someone is walking to their new place of work it has been decided that 'reasonable walking distance' to a new work location will be no more than one mile.

**Transparency** - the purpose of this document is to ensure everyone involved can see the rationale for what we are doing and the methodology that is being adopted to determine the rotas.

**Rota Clarification Protocol** – this provision exists to enable anyone who feels the rota that are involved in has been developed/implemented incorrectly or unfairly and advises how they should raise their concerns.

### **3. DEVELOPING ROTAS**

The Facilities Business Manager for each Council area will determine the 'employee work pools' allocated to cover specific buildings/groups of buildings based on which employees are contractually based at these buildings and for employees who have to move based on how close their home is to the buildings to be covered by their pool.

From these 'employee work pools', Assistant Facilities Officers (with input from Facilities Assistants (and Senior Facilities Assistants in Dundee) will develop rotas to ensure, as far as is reasonably practicable, that the workload is spread evenly between all members of the 'employee work pool'.

For PPP schools, the Facilities Officers will develop rotas where required, with input from the Cleaning Cluster Supervisor.

### **4. CLEANING REQUIREMENTS**

The rota systems we will adopt during the temporary closure of schools (and some other buildings) will ensure that a minimum number of employees will be deployed for a minimum number of hours to achieve a clean and safe environment for building users.

The cleans will be based around cleaning/disinfection of all contact surfaces and all toilet and other hygiene areas daily. All other areas will be cleaned as appropriate following a visual inspection and check cleans will be undertaken. In addition, classrooms and other spaces which are used will be cleaned in rotation to ensure all areas receive a full clean at least once every week as per the rota schedule. Where a nursery is used the normal cleaning specification should be applied.

## **Work Groups, Rotas and Methodology**

Shifts will generally be restricted to a 2.5 hour duration; however, employees will be paid for either their contracted hours or actual hours worked, whichever is greater.

Cleaners will be divided into distinct work groups which will consist of:

**Clean 1** teams will carry out the Clean 1 in accordance with COVID-19 Response 1

This AM or PM clean may be undertaken at any time to avoid unnecessary contact with colleagues or building users, provided access to the building can reasonably be achieved.

Methodology:

- Visually inspect all areas to be cleaned or take instructions from onsite Facilities Assistant
- Clean all toilet and hygiene areas as per the standard specification
- Check clean any areas identified by visual inspection
- Clean entrances, corridors teaching areas etc. in rotation over the 1-week shift pattern

**Clean 2** teams will carry out Clean 2 in accordance with COVID-19 Response 1.

The day clean ensures that a cleaner(s) will be present throughout the day.

Methodology:

- Clean all toilet and hygiene areas as per the standard specification
- Disinfect all door handles, handrails, door push plates, communal and classroom tables of areas which have been used and any other contact points.

Clean 1 and Clean 2 teams will become a rota workgroup for each shift rotation, for example:

- *Rotas – Workgroup A*

Starting on the 4 May, workgroup A will commence their one - week shift rotation working Monday to Friday inclusive of 8 May.

- *Rotas – Workgroup B*

Starting on the 11 May, workgroup B will commence their one - week shift rotation working Monday to Friday inclusive of 15 May.

If employee numbers allow, additional work groups can be created to share the workload i.e. Workgroup C, D, E etc.

### **Selection of Rota Teams**

There are 8/9 working weeks available between 4 May and the end of term on the 26 June for Dundee and Angus and 1 July for PKC. The number of rota work teams each hub has available will dictate how often each team will be required to attend a work shift.

FBMs will develop specific rotas for buildings which are in use, maintaining the principles outlined in this paper.

Detailed below are examples of shift patterns, where x indicates a shift:

Angus					
Community Support Hubs	Clean 1		Clean 2		Total Shifts
	AM	PM	AM	PM	
Burnside Primary		XXX	XX	X	6
Carlogie Primary		XXX	XX	X	6
Inverbrothock Primary		XX	XX	X	5
Grange Primary		XXX	XX	X	6
Hayshead Primary		XXX	XX	X	6
Ladyloan Primary		XXX	XX	X	6
Langlands Primary		XXX	XX	X	6
Liff Primary		X	X	X	3
Lochside Primary		XXX	XX	X	6
Maisondieu Primary		XXX	XX	X	6
Northmuir Primary		XX	XX	X	5

Dundee							
Community Support Centres	Clean 1		Nursery		Clean 2		Total Shifts
	AM	PM	AM	PM	AM	PM	
Balgarthno Campus	X	X X	X		X	X	6
Cairdview Nursery	X				X	X	3
Claypotts Castle Primary	X	X			X	X	4
Coldside Campus	X	X	X		X	X	5
Forthill Primary	X						1
Grove Academy	X	X			X	X	4
Kingspark Special School	X	X		X	X	X	5
Northeast Campus	X	X	X		X	X	5
Rowantree Primary	X	X	X		X	X	5
Rockwell	X	X			X	X	4
Tayview Primary	X	X	X		X	X	5

Perth					
Community Support Hubs	Clean 1		Clean 2		Total Shifts
	AM	PM	AM	PM	
CSO Auchterarder		X			1
Fairview Special School		X	X	X	3
Invergowrie Primary	X	X			2
Kinross Primary	XX				2

## 5. HIERARCHY OF RESPONSIBILITY FOR MANAGING THE CLEANING ROTA SYSTEM

The Head of FM and Human Resources has overall responsibility for the Cleaning Rota Systems.

Collectively, the Facilities Management Teams for each Council area will be responsible for developing, overseeing and implementing the rota system as described in this paper. Their specific responsibilities are as follows:

- **Facilities Business Manager**

The FBM will oversee the implementation and ongoing management of the rota system for all services under their direct management. The FBM's main priority will be to ensure that as few employees as possible are engaged in supplying the Councils' services for as short a period of time as possible, to reduce risk as far as is reasonably practicable. The FBM will also ensure that the workload is spread as fairly as possible amongst the available workforce.

- **Facilities Officers:**

The FO's will ensure that all the required data is made available to the AFO's to allow the rotas to be developed e.g. buildings and parts of buildings in use, and the available employee work pool. The FO's will also assist where required in developing the work rotas.

- **Assistant Facilities Officers**

The AFO's will be responsible for developing the rotas and for ensuring the data is correct, Senior Facilities Assistants may assist in the development of the work rotas and in communicating the work rotas to the appropriate employee.

- **Senior Facilities Assistants**

The SFA's may assist their AFO in developing rotas for their cluster SFA's along with FA's will communicate the work rotas to the appropriate employees. SFA's can make changes to rotas, from within the allocated pool, which are required at short notice e.g. employee reports as sick, self-isolating or shielding.

- **Facilities Assistants**

The FA's will assist the SFA's in developing rotas as required and will communicate the work rotas to the appropriate employees. FA's can make changes to rotas, from within the allocated pool, which are required at short notice e.g. employee reports as sick, self-isolating or shielding.

## 6. ROTA CLARIFICATION PROTOCOL

Whilst every effort will be made to ensure the rotas are as accurate and as fair as they can be, due to the fast moving and everchanging nature of the services required and the changing availability of the 'employee work pool', the rotas will inevitably need to be amended from time to time. If any employee feels their rota is unfair they should report their concern to their line manager, in the first instance, for rectification/clarification.