

UNISON: THE PUBLIC SERVICES UNION
Renfrewshire Local Authority Branch

JANITORIAL REVIEW

UNISON RECOMMENDATIONS	JUSTIFICATION/SUPPORTING INFORMATION
All Lets to be covered by Janitors <u>ONLY</u>.	Members have provided information on other environmental staff and/or agency staff covering their duties. Problems have arisen in respect of unlocked doors, unsupervised lets, individuals not covered by PVG, alarms not being set, etc.
Banked hours to operate Mon-Friday <u>ONLY</u> Restricted to 1 night and a maximum of 3 ½ hours apart from exceptional circumstances	UNISON maintains not enough hours are being banked to fully cover the amount of lets booked. Operating this system will maximise the amount of hours available and allow for more operational flexibility whilst limiting the need for cross-cluster working
Saturday and Sunday working should be paid on an <u>OVERTIME BASIS ONLY</u> (Cross cluster working)	In recognition of the fact that members have already worked a full week Mon-Fri including banked hours, UNISON believes the fairest way to cover Sat/Sun working is on an overtime basis and entirely optional. This should reflect the Council's position in respect of work/life balance. JANITORS FROM ALL AREAS UNDERSTOOD FROM MANAGEMENT MEETINGS THAT WEEKEND LETS WOULD BE DONE ON AN <u>OVERTIME BASIS</u>
<ol style="list-style-type: none"> 1. Definition of regular LETS 2. Advanced notice 3. Continuation of working day 	<ol style="list-style-type: none"> 1. During negotiations the TU Side were clear that only lets booked in advance and taking place on a regular basis would be included in the banked hours scheme. School shows, parents evenings, fetes, discos, etc would be covered on an overtime basis only. 2. During negotiations we were advised that advance notice would be given of lets. We have examples of janitors being asked to cover lets ON THE SAME DAY. 3. Where a let takes place following on from the janitor's working day, we request that the individual be allowed to work on as part of the banked hours scheme.
Working before 8.00am and 10.00pm – payment should be on an <u>OVERTIME BASIS</u>	The Department determined the hours of work. Any hours to be worked outwith these hours should only be worked on an overtime basis and in line with the Council's current Terms & Conditions.
Limit on travelling time or inclusion of travelling time in banked hours scheme	Clear examples have emerged where individuals are travelling for significant periods of time and in some instances for a very short let.

Lead janitors – NO PARTICIPATION IN BANKED HOURS	During negotiations, TU Side understood that lead janitors would not participate in the banked hours scheme as they were already working on a shift pattern.
Flexibility in allocation of owed time (banked hours)	One of the selling points in the proposals was the fact that janitors would have the opportunity to access accrued time with more flexibility including in term time. This summer we however had members instructed to take time off which hadn't been accrued and there was no discussion or flexibility afforded.
Operation of banked hours scheme AUGUST to JUNE	It was UNISON's understanding that the operation of the banked hours scheme would be based around the school year – as this hasn't happened we are currently discussing with management how this situation may be rectified.
Review of current clusters	It has become clear that some of the clusters require to be reviewed. We have a situation where schools in Paisley, Renfrew, Linwood and Langbank have been included in the same cluster and this is cause for concern in light of many the of the instances cited above.
Job Outline	UNISON would request that, as a matter of urgency, a Janitorial Handbook which includes a clear job outline and details what is expected. Details of how the banked hours scheme should operate and recording procedures should also be included.
Relief Janitors	Why were temporary contracts issued when there was a clear requirement for permanent posts?

OUTCOME OF UNISON'S JANITORIAL QUESTIONNAIRE – SEPTEMBER 2011

CLUSTERS	Are you being asked to travel outwith cluster or excessive distance?
	<p>69% of respondents had not travelled outwith their cluster, however expected to be asked to do so in the future</p> <p>31% had travelled outwith their cluster</p>
	Are you having short lets (eg one hour)
	45% had not had a short let and 55% had been asked to cover, some with significant travelling time.
BANKED HOURS	How many hours have you banked so far
	A varied response was received (max 88 min 13) With an average of 41 ½ hours
OTHER ISSUES	Any problems with management? Include examples of how and when you were spoken to and by whom.
	<p>A number of issues were highlighted regarding the behaviour of some Area Managers (names provided but not published). These included members being spoken to inappropriately and aggressively. Criticisms were made of UNISON and its officers. Staff were advised it would be better to resign from the trade union as we were "selling them out". Some duties were carried out by Area Managers and on an overtime basis and was stated clearly to our members in a provoking and antagonistic manner. Concerns were also raised about letter received threatening disciplinary action – these have yet to be withdrawn despite the fact that it has been established that members were acting within the terms of the agreement.</p>
	Did you refuse at any time to carry out additional hours?
	Some highlighted that due to short notice and family commitments they were unable to carry out additional hours.
	Are you aware of agency workers/other council staff carrying out janitorial duty specifics.
	Despite reassurances from management on several occasions that no agency staff were being used, a significant number of members gave examples of instances where this occurred and problems which arose as a consequence. Management have since reversed their initial position and confirmed the use of agency staff to bridge gaps during the summer period.
	Have you been offered/done any overtime and what was it for?

	<p>A number of respondents indicated that other staff (ranging from cleaners to school crossing patrollers) has been offered overtime to carry out their duties. A few janitors indicated that overtime had been offered to allow access by contractors, for polling day and Sunday lets, work directed by Head Teachers and problems relating to boiler houses. There is no consistency in what is paid overtime.</p>
Do you have any other issues you wish to raise?	
	<p>Public transport difficulties experienced at weekends and evenings. Variety of Health & Safety concerns for both staff and other users . THESE HAVE BEEN INCLUDED IN OUR UNISON'S STATEMENT OF RECOMMENDATIONS.</p> <p>ALMOST ALL RESPONSES INDICATE THAT MORALE IS AT AN ALL TIME LOW AND THERE HAS BEEN AND BREAKDOWN IN RELATIONS BETWEEN THE DEPARTMENT, MANAGEMENT AND THE STAFF WHICH REQUIRES URGENT ATTENTION.</p> <p>Concerns were raised at different hours being worked summer/winter.</p> <p>Concerns were also raised about the conduct of other trade unions, with some UNISON members being approached by local and regional representatives of these organisations during working hours.</p> <p>Relief Janitors on 13wk contracts have accrued hours and face deduction of monies upon leaving the council.</p>

