

Case Study

John laing

making infrastructure happen



Client

**Barnsley Metropolitan
Borough Council**

Services include

FM Helpdesk Facility
Cleaning, Waste and Pest Control
Building and Asset Maintenance
Grounds Maintenance
Health and Safety Management
Security
Utilities Management
Renewable Energy Generation
Caretaking and Porterage Services
Hydrotherapy Pool Management
and Maintenance

Term

25 years

Start

January 2011

Supporting the local
economy in Barnsley

Case Study



The Client

Barnsley Metropolitan Borough Council (BMBC) continues to experience serious economic challenges; Barnsley is ranked the 43rd most deprived area in England with over 20% of children living in a household where at least one adult is receiving 'workless benefit', which is the highest rate in South Yorkshire.

To improve opportunities in Barnsley, the council implemented an ambitious £1billion plus scheme to transform secondary and special education in Barnsley, delivered by a Public Private Partnership known as the Local Education Partnership. These facilities are not merely schools, but rather the future of learning excellence where children and adults can learn and where communities can come together for a common purpose.

This new school project involved the TUPE transfer of c250 people from BMBC to John Laing Integrated Services (JLIS).

JLIS provides the facilities management for each school for 25 years, offering long term local employment. A key factor in the council's decision to select JLIS as its facilities management partner was not just our experience in operating facilities specifically for the education sector, but also our ability to work in true partnership with the authority and deliver a service that could align itself to their aspirations for the future of the borough.

The Challenge

Barnsley is home to one of the largest BSF (Building Schools for the Future) projects in the country and is the foundation of BMBC's aspirations to rejuvenate Barnsley and the opportunities for local people.

The challenge for JLIS was to meet meet the clients' objectives which were identified at the start of the project as; "A Barnsley project for Barnsley people". We wanted to fully engage our new employees, and future employees, with this thinking and to ensure we connected with and invested in the local community, to make a real difference and have a positive impact.

The Solution

To support the staff transferring to JLIS we put in place a comprehensive communications and engagement plan. We wanted to ensure that staff received reassurance that there was job security and opportunities within JLIS.

As part of the bidding process, JLIS and the consortium partners were involved in the design, build and delivery of the Barnsley Building Schools for the Future project and developed a Local Education Partnership Value Added Plan. The plan outlined our commitment to providing learning, employment and up skilling opportunities, which would benefit the children, young people and communities we serve.

The Local Education Partnership Value Added Plan maps how we will support the schools in the delivery of extracurricular activities that range from the delivery of workshops, enterprise events, teacher training days and the setting up of Youth Councils, over the next 25 years.

Innovation & Results

- A smooth transition of staff to JLIS, with full engagement during all stages of the process and a commitment to no compulsory redundancies. There was a 100% turnout at the 5 open evenings we held and the Council and Union were involved in all communication.
- Spread over 2 years, we have ensured momentum has been maintained throughout the project term and that there has been a consistent approach to the dissemination of all information, activities and events. All transferring staff benefited from the same levels of input and support.
- Training plans for all employees have been introduced, providing an opportunity for staff to enhance their development skills and progress through the company. Furthermore succession plans have been put in place, providing opportunities for further development and promotion.
- Our apprenticeship scheme continues to grow and is providing young people from Barnsley with employment opportunities and support at the start of their career journey. One of our apprentices has recently been promoted and two have been nominated for excellence awards via Barnsley College.
- Links are now fully established with Barnsley College and we support the learning economy by contracting to them the majority of our training needs.
- JLIS are committed to providing learning and development opportunities and support to both young people and teaching staff through an agreed programme, where we deliver Placement days, Enterprise Events, Teacher Training days and Connexions Advisor days.
- Our staff are supporting extracurricular activity within the schools by hosting talks and workshops, at least once a month.
- Working in partnership with the Remedi Team, young people are given the chance to right the wrong caused by an offence they have carried out in the past. Reparation hours are given as part of a pre-court disposal or as part of a court order. We assist the team at the weekend and after school by supporting them with some caretaking tasks; these include litter picking, painting and, under supervision, some general maintenance.
- JLIS has donated £2000 towards sport sponsorship to two of the schools to purchase football kits and equipment.



Case Study Snapshot

The Challenge

- Barnsley project for Barnsley people
- Employment opportunities for the longer term

The Solution

- Communication and Engagement plan
- Local Education Partnership
- Commitment to learning, development and up skilling

Innovation & Results

- Engagement with all staff
- Training and succession planning in place
- Successful apprenticeship programme
- Strong partnership with Barnsley College
- Delivering the objectives of the LEP Value Added Plan

John Laing Integrated Services

We focus on building strong partnerships and consistently delivering client objectives.

John Laing Integrated Services (JLIS) provides a full suite of operational services to public sector clients, including local authorities, education, rail, police, fire and rescue, health and cultural services. We are also at the forefront of outsourcing for library services, being the only private sector organisation running and directly employing library professionals in the UK.

Our success is based on developing management solutions that enable our clients to focus on their core business, whilst delivering first class services to their customers. By investing time and resources into ongoing value-added consultancy, we support our clients in the delivery of service solutions and innovations, whilst seeking savings for the longer term.

Our market-leading service and support centre, EQ24/7 is a powerful bespoke tool that allows us to maintain and improve the quality of our customers' services and assets. It also ensures contract terms, payment mechanisms and service level agreements are constantly monitored and met.

Contact

Head Office

t: 020 7901 3200
f: 020 7901 3520



John laing
making infrastructure happen