



Emma Best AM
Chairman of the GLA Oversight Committee

Simon Grinter
Head of Facilities Management
Greater London Authority (GLA)

(Sent by email)

2 August 2023

Dear Simon,

Many thanks for attending the meeting of the GLA Oversight Committee on 12 July 2023 to discuss the Facilities Management Unit Restructure. The Committee agreed to discuss the issue outside of the meeting and respond in writing. Further to this I have set out our comments below:

The Committee had an overall concern that the proposals as set out would risk giving a sense that there was too great a focus on enhancements at managerial level, at the expense of staff at other levels. For example, while three new Grade 12 posts are proposed, the FM Helpdesk team of Facilities Assistants remain at Grade 2. This is despite an updated job description and reduction in the number of posts, and key restructure ambition of improving customer service. We note the welcome introduction of a new tiered structure designed to provide more development opportunities across teams but ask that officers (through staff consultation on the restructure) ensure that the weighting of managerial posts is at the correct level, including through job evaluations and that there is clarity about the development opportunities available to all parts of the team (and particularly those in roles at the most junior grades, or those in areas where no new development pipelines will be introduced).

The Committee has considered the timing of the proposed restructure – and how this aligns with the GLA's wider work on job families and grading. We recognise the need to ensure teams and individuals are not unduly affected by multiple stages of change in quick succession. We are also aware, however, of the long period that has elapsed since a review of this area was undertaken, and the importance of moving forward given the range of changes to the environments in which FM teams are operating. As such we consider this to be an exception and note the GLA's broader intention to limit grade reviews and restructures ahead of the completion of the job families process.

Officers must ensure that the proposals set out in this consultation are reflected in the wider work regarding job families and to limit the impact of further change as far as is possible.

The Committee had a particular concern regarding proposed changes to shift arrangements for security staff, including proposals to charge for events taking place at City Hall after 8.00pm as a result. We recognise and support the overall intent of the proposed change, noting the wellbeing implications for security staff and the ability to ensure security expertise is targeted at times of most need. We have been assured that the change of policy will not impact Assembly Member events which take place in City Hall, and this will be formally set out in a revised policy on Assembly Member events, and that charging arrangements for weekend events will continue to apply as now.

Finally, the Committee notes the intention to meet the additional costs associated with the proposed changes in 2023-24 from identified underspends and that any decision to proceed will be contingent on assurances about the availability of recurring funding from 2024-25 and beyond.

The Committee looks forward to seeing the final restructure proposal ahead of formal agreement.

Please contact Paul Goodchild, Principal Committee Manager, at paul.goodchild@london.gov.uk, if you have any queries.

Once again, thank you for your time.

Yours,

A handwritten signature in black ink, appearing to read 'Emma Best', written over a light blue horizontal line.

Emma Best AM
Chairman of the GLA Oversight Committee

Cc: Mary Harpley, Chief Officer, GLA

Helen Ewen, Executive Director of Assembly Secretariat, GLA

Chris Harris, Support Services Manager, GLA