

PUBLIC BUILDING CLEANING CLIENT MONITORING 2001/2002

Abstract

In accordance with the requirements of external audit, this report outlines the monitoring of notified complaints in respect of the Public Building Cleaning contract carried out by Contract Services.

RECOMMENDATION

The Committees are requested to note for their respective interests the contents of this report.

1 BACKGROUND

The contract for Public Building Cleaning and Public Convenience Cleaning was awarded to Contract Services in 1991 under the CCT legislation then prevailing. With the introduction and subsequent extensions of a moratorium on CCT activities, the contract was extended and the service continues to be provided by Contract Services.

The contract provides procedures for monitoring of the service provided by means of a complaints system. Complaints made by users or managers of buildings cleaned by Contract Services are recorded in a complaints log and action is taken by Contract Services cleaning supervisors and managers to address these issues.

2 COMPLAINTS MONITORING 2001/2002

Nine official complaints were recorded during the year ending 31 March 2002.

Eight complaints related to cleaning standards. Of these, six minor complaints were upheld and appropriate improvement measures were implemented immediately. A communications oversight resulted in one office premises not being cleaned for two days following the sudden illness of the cleaner, but a relief cleaner was appointed as soon as the problem was highlighted. A complaint regarding the cleanliness of roller towels at Bruce House was not substantiated. In the interests of good customer relations, however, the contracted towel supplier offered to provide new towels dedicated to Bruce House.

The other complaint related to closing times of public toilets and resulted in a request from the Director of Environmental and Consumer Protection that opening hours should be further extended during the summer months.

Although the number of recorded complaints shows a substantial increase on previous years, these are considered to be relatively insignificant when viewed in the context of the volume of the contract. It is also worthy of note that those complaints relating to cleaning standards were of a minor nature and that in every case Contract Services management took immediate and effective action to deal with the issues raised.

3 FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4 HUMAN RIGHTS ACT IMPLICATIONS

There are no Human Rights Act implications specific to this report.

Any implications, as a consequence of discharging recommendations detailed in this report, will be managed in accordance with the standing procedures and processes established by the Property Services department.

5 CONSULTATION

The Chief Executive, the Director of Law & Administration, the Director of Finance and the Contract Services Manager have been consulted in the preparation of this report.

6 CONCLUSION

On the basis of the complaints recorded, it is clear that Contract Services continue to provide a very satisfactory standard of service in accordance with the terms of the contract.

BACKGROUND PAPERS

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing the above report.

M G Lunny
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