

ANGUS COUNCIL

PERSONNEL AND PROPERTY SERVICES COMMITTEE  
CONTRACT SERVICES COMMITTEE

13 June 2000  
30 May 2000

## ITEM No. 1 5

REPORT BY THE DIRECTOR OF PROPERTY SERVICES

No 567/00

### **PUBLIC BUILDING CLEANING CLIENT MONITORING 1999/2000**

#### **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 1999/2000**

Only two official complaints were logged during the financial year 1999/2000.

One complaint related to continuing dissatisfaction with the general standard of cleaning by the occupants of one building, arising from personal non-work related difficulties. Action was taken by Contract Services management to address this issue and no further complaints have been received.

The only other recorded complaint was regarding a stain in an office toilet, which after investigation could not be removed by any available cleaning agent.

**3 FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

**4 CONSULTATION**

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

**5 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  
Director of Property Services