

PUBLIC BUILDING CLEANING CLIENT MONITORING 2002/2003

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 2002/2003

Only five official complaints were recorded during the year ending 31 March 2003. These were minor in nature and are considered to be insignificant in the context of the volume of the contract. In each case, Contract Services management took immediate and effective action to investigate and 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
Director of Property Services