

## **PUBLIC BUILDING CLEANING CLIENT MONITORING 2003/2004**

### **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 Angus 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. Following decision of the Council to merge the public building cleaning contract into the Environmental and Consumer Protection department the service will in future be provided under a Service Level Agreement which will replace the former CCT contract.

The contract includes 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 2003/2004**

Only six official complaints were recorded during the year ending 31 March 2004. These were all minor in nature and are considered to be insignificant in the context of the volume of the contract. One complaint when investigated was found to be not justified. In each of the other cases, Contract Services management took immediate and effective action to investigate and deal with the issues raised. The attached appendix summarises the complaints received and the action taken to resolve the issues.

**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 Director of Environmental Health & Consumer Protection 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

## APPENDIX

## PUBLIC BUILDING CLEANING

## CLIENT MONITORING 2003/2004

## Summary of Complaints

Department/Location	Complaint	Outcome
Property Services, Bruce House, Arbroath	Roller towels not properly dried during laundering process (sub-contractor responsibility)	Subsequent random inspection revealed no clear evidence to justify complaint
ACCESS Office, Montrose Town House	Dirty/grey/stained towels supplied after laundering process (sub-contractor responsibility)	Sub-contractor agreed to provide new towels for all toilets in property
ACCESS Office, Montrose Town House	Broken towel dispenser not repaired/replaced as requested (sub-contractor responsibility)	Sub-contractor replaced towel dispenser immediately after complaint received.
Economic Development, Montrose Business Centre	Cleaner using excess water when mopping floors causing flooring to lift	Cleaner instructed to use damp mop only.
Economic Development, Montrose Business Centre	Spilled crisps on stairwell not cleaned up for two weeks	No crisps found on inspection by Cleaning Supervisor
Environmental and Consumer Protection, Old Shore Toilets, Arbroath	Toilets locked during summer before 6.00pm	Cleaning Supervisor investigation revealed that attendant's normal routine means toilets are locked after 7.00pm. Complaint not justified.