

## **PUBLIC BUILDING CLEANING CLIENT MONITORING 2004/2005**

### **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 a 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 provides procedures for monitoring of the service provided by means of a complaints system. Complaints made by users or managers of buildings cleaned by Environmental and Consumer Protection Operations Staff are recorded in a complaints log and action is taken by Environmental and Consumer Protection Operations Staff cleaning supervisors and managers to address these issues.

### **2 COMPLAINTS MONITORING 2004/2005**

Only two official complaints were recorded during the year ending 31 March 2005. These were investigated and action taken promptly to deal with what turned out to be minor complaints, which represents an exceedingly low complaint rate considering the large number of cleaning operations undertaken within the contract. One complaint when investigated was found to be not justified. In the other case Environmental and Consumer Protection Operations Staff 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 Acting 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 TO REPORT NO 1451/05

## PUBLIC BUILDING CLEANING

## CLIENT MONITORING 2004/2005

## Summary of Complaints

Department/Location	Complaint	Outcome
Arbroath Harbour toilets	Toilets not cleaned	Cleaning Supervisor investigation revealed that complaint was not justified, but disabled toilet blocked.
ACCESS Office, Montrose Town House	Mops/buckets being stored in disabled toilet and emergency pull-cord being draped over heater.	Cleaning materials moved and cleaners instructed to ensure pull cord hanging properly after use.