

ANGUS COUNCIL

EDUCATION COMMITTEE - 21 AUGUST 2001

BEST VALUE SERVICE REVIEW – SCHOOL CLEANING UPDATE

REPORT BY THE DIRECTOR OF EDUCATION

ABSTRACT

This report advises of the progress being made in the implementation of the School Cleaning Best Value Service Review Improvement Plan.

1. RECOMMENDATIONS

It is recommended that the Education Committee:

- a) notes the contents of this report; and
- b) notes that ongoing corporate deliberations about the future implementation of the Council's Best Value strategy may require further consideration to be given to this report in the near future.

2. BACKGROUND

Members will recall Report 1015/99 'Best Value Service Review – School Cleaning' which was approved at the meeting of the Education Committee 19 October 1999. (Article 13 of the note of the meeting refers). The review which was undertaken jointly by the Education Department and Tayside Contracts contained an Improvement Plan which set out ways in which it was intended to improve cleaning services within the Education Department.

3. SERVICE IMPROVEMENT PLAN UPDATE

A number of improvements have been made to the service which are outlined as follows:

- Shift parameters in schools have been amended, where appropriate, to allow the contractor (Tayside Contracts) more flexibility to improve efficiency, recruitment and reduce conflict with extra curricular activities during cleaning shifts.
- The contractor has introduced a new quality assurance system which includes joint inspections and regular reports to the client on customer satisfaction.
- A revised cleaning specification has been agreed and implemented taking account of improvements in mechanisation and feedback from customers.
- "Core" and "non-core" areas for cleaning have been identified and a pilot study has been completed. Where appropriate these now need to be applied in schools which will improve efficiency and reduce costs.
- A partnership agreement has been agreed between the Education department and Tayside Contracts, which will include efficiency saving targets. This will come into effect for the commencement of school session 2001/02.

(Note: The attached Appendix sets out in more detail progress against each specific target outlined within the Action Plan).

4. FINANCIAL IMPLICATIONS

The Education Department budget for Cleaning in 2001/02 is £1,460,000. As a result of the implementation of specific recommendations, savings of £27,000 per annum have been identified. In addition the improvements will enable Tayside Contracts to remain competitive and make a surplus on cleaning services (of which Angus Council receives a share).

5. HUMAN RIGHTS

There are no Human Rights implications arising directly from consideration of this report.

6. CONSULTATION

The Chief Executive, Director of Law & Administration, Director of Finance and the Managing Director of Tayside Contracts have been consulted in the preparation of this report.

The Committee is also reminded of the continuing work of the Best Value Member/Officer Group. That group is currently considering how best the Council can ensure effective scrutiny of a range of B V initiatives, including Service Reviews and the follow-ups to them. Depending on the group's recommendations and any subsequent Council decision, it may be that further consideration will have to be given to this particular report.

7. CONCLUSIONS

Improvements to the school cleaning service have been effected. The Education Department in partnership with Tayside Contracts will strive to further improve the school cleaning service in accordance with the service improvement plan.

JIM ANDERSON
DIRECTOR OF EDUCATION

NOTE: 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.