

Commercial Services Committee
17 June 1998

Irvine, 17 June 1998 - At a Meeting of the Commercial Services Committee of North Ayrshire Council at 2.00 p.m.

Present

Thomas Dickie, Peter McNamara, James Clements, John Donn, Joseph McKinney, Alan Munro, Robert Rae and George Steven.

In Attendance

The Director of Commercial Services, K. Wilson, Head of Catering and Cleaning, J. Currie, Head of Cleansing and Grounds Maintenance, A. Smart, Head of Works, Roads and Transport (Commercial Services), W. Nicol, Senior Accountant (Financial Services), A. McEvoy, Client/Marketing Officer and M. McKeown, Administration Officer (Chief Executive).

Chair

Mr Dickie in the Chair.

Apologies for Absence

Irene Oldfather

1. Minutes Confirmed

The Minutes of the Meeting of the Committee held on 6 May 1998, copies of which had previously been circulated, were confirmed.

2. Tenders for Vehicles Etc. 1998/99

Submitted report by the Director of Commercial Services on progress to date in the replacement vehicles programme for 1998/99.

Noted.

3. Service Plans

Submitted report by the Director of Commercial Services on the development of Service Plans for the various sections of the Commercial Services Directorate.

As part of the Council's Compliance Plan in terms of Best Value, all Directorates are required to produce departmental Service Plans by 31 August 1998. Service Plans covering the full range of services provided by the Commercial Services Directorate have now been produced. Whilst the Council has agreed changes to the organisation structure affecting the Directorate and other Directorates of the Council, these relate to client/contractor split and reporting procedures, and will not affect service delivery.

Noted.

4. Further Education Courses - Works Section

Submitted report by the Director of Commercial Services advising members of the success of staff within the Works Section in completing the Higher National Certificate in Construction.

Four members of staff from the Works Section have over the past two years been attending day release courses at Ayr Technical College towards the Higher National Certificate in construction. All four have now successfully completed the course and one, Mr T Gregorek, in addition to the HNC, has been awarded the Ben Francis Award for outstanding achievement. This award is usually given only to full-time students.

It was agreed that Director of Commercial Services should write on behalf of the Committee to the individuals involved congratulating them on their success.

5. Works Section Tenders to Outside Bodies

Submitted report by the Director of Commercial Services advising members of the success of the Works Section during the last year in successfully tendering for various term contracts issued by a number of public sector agencies.

Noted.

6. ABC - Hazard Incident Procedure

Submitted report by the Director of Commercial Services on the introduction of a Hazard Incident Procedure within all locations operated by the Catering and Cleaning Section.

The Head of Catering and Cleaning represents North Ayrshire Council's interests on the Strategy Group, set up by ABC in April 1996 to evaluate the catering and cleaning functions within the authorities that they service, and to authorise the award of contracts within these functions. The Group also ensures economy of scale is achieved as well as establishing and implementing a Service Improvement Plan.

As an element of the Improvement Plan, the Catering and Cleaning Section identified a need for a Hazard Incident Programme to ensure that clear lines of communication and responsibility are in place in the event of a minor or serious food contamination incident, and this has now been produced for use by both the authority and ABC. The Programme outlines the Incident Management Team's responsibility and the actions to be taken in respect of three varying categories of incident.

Noted.

7. Largs Academy - Catering Initiative

Submitted report by the Director of Commercial Services on a proposed initiative concerning the catering facility within Largs Academy.

Recent customer feedback from pupils of Largs Academy has identified a need to improve catering facilities within the school. As a result of sponsorship obtained from one of its main sponsors - Coca Cola Schweppes Beverages - the Catering and Cleaning Section have agreed to allocate resources to redecorate the dining room, introduce a music system; install garden/picnic furniture, improve

menus/display boards, and improve queuing arrangements.

Noted.

8. Catering and Cleaning Section: Customer Survey - Schools

Submitted report by the Director of Commercial Services on feedback from a survey conducted by the Catering and Cleaning Section in to the level of customer satisfaction with the catering and cleaning services provided in North Ayrshire Council's schools.

The survey, conducted as part of the Catering and Cleaning Section's ongoing commitment to improving service delivery, has revealed a general level of satisfaction with the services provided.. Similar surveys will be undertaken in other areas covered by the Section and will be reported to the Committee in due course.

Noted.

9. Ardrossan North Shore - Toilet Facilities

Submitted report by the Director of Commercial Services on proposals regarding the public convenience and store at North Crescent.

North Ayrshire Council operate the unattended public conveniences at North Crescent, Ardrossan. Although the toilets are well used, due to problems with vandalism, anti-social behaviour etc they have been the subject of complaints by local residents.

An approach has been made to the Commercial Services by a local resident interested in taking over the building and creating a retail outlet for visitors and managing a small public toilet facility on behalf of North Ayrshire Council. Lease conditions have been drawn up by Estates Section and will involve the prospective tenant in the refurbishment of the property; cleaning and maintenance; opening hours of public toilet facilities etc. The terms of the lease have still to be finally agreed.

After discussion, the Committee agreed (a) to the renting out of the facility on terms and conditions to be determined by the Estates Section; and (b) that the matter be remitted to the Support Services Committee for consideration.

10. Shewalton Landfill Site, Irvine

Submitted report by the Director of Commercial Services on the modification by SEPA of the Waste Management Site Licence Application for Shewalton Landfill Site, Irvine.

Noted.

11. Landfill Sites - Environmental Monitoring

Submitted report by the Director of Commercial Services on tenders received for the environmental monitoring of landfill sites.

The Committee agreed to accept the tender submitted by RPS Group plc in the sum of £12,810.

12. Cleaning Contract - Customer Satisfaction Reports

Submitted Cleaning Contract Customer Satisfaction Reports for 28/1/98 - 24/2/98 and 25/2/98 - 24/3/98.

The levels of building cleaning achieving the acceptable standard or above during the period was 86% for the period to 24/2/98 and 88% for the period to 24.3.98.

Noted.

13. Exclusion of Public

The Committee resolved, in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude from the Meeting the press and the public for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 9 of Part 1 of Schedule 7A of the Act.

14. Bogside Landraise Site: Draft Business Plan

Submitted report by the Director of Commercial Services on the draft Business Plan for the proposed Bogside Landraise Site.

The proposed site is being designed to take a minimum of 1,000,000 tonnes of waste over a 20-25 year period with an average deposit of 60,000 tonnes per annum, including cover material, phased over the lifetime of the site. Its construction, including access and the Phase 1 area for the deposit of waste will take between 9 months and 1 year. The existing site at Bartonholm has a remaining life of some 10 months and the shortfall for the deposit of the waste from Bartonholm will have to be accommodated at Shewalton until the new site is available. Estimated budget costs for the scheme were outlined for members' consideration.

Following discussion, members agreed that the report should be referred to the Corporate Strategy Committee for consideration.

After this item the public were readmitted to the meeting.

15. Valedictory

Mr Dickie, on behalf of the Committee, recorded his thanks to Mr Cowan, the Director of Commercial Services, for the considerable contribution which he has made to the life and work of the North Ayrshire Council, and its predecessor bodies, and wished him a long and happy retirement.

The meeting ended at 2.55 p.m.