

Property Services Standing Sub Committee  
19 May 2004

**Irvine, 19 May 2004** - At a Meeting of the Property Services Standing Sub Committee of North Ayrshire Council at 2.00 p.m.

**Present**

John Bell, David O'Neill, Samuel Taylor and Nan Wallace.

**In Attendance**

T. Orr, Corporate Director, O. Clayton, Head of Housing, J. Currie, Head of Cleansing, Grounds Maintenance and Transport, I. Grice, Head of Building Services, C. Nelson, Head of Catering and Cleaning, R. Small, Head of Roads and J. Andrew, Principal Officer (Technical Services); A. Osborne and A. Little, Corporate and Democratic Support Officers (Chief Executives).

**Chair**

Councillor Bell in the Chair.

**Apologies for Absence**

Stewart Dewar, Jane Gorman, Margaret McDougall and Richard Wilkinson.

**1. Service Performance Review for Year Ended 31 March 2004 and Performance Setting 2004/06**

Submitted report by the Corporate Director (Property Services) on the performance for the year ended 31 March 2004 and future priorities, key performance indicators, targets and supporting actions.

Officers reported service by service on the customer, financial, resources and joint working and continuous improvement and learning perspectives within their section. Officers also reported on priorities, key performance indicators, targets and supporting actions for each service. Performance highs and lows for the six months ended 31 March 2004 and the immediate priorities identified were highlighted as follows:

**Building Services**

***Performance Highs***

- Sustained financial viability
- 8% of staff involved in external training
- Continuous improvement on statutory KPIs for % response repairs completed on time
- Proportion of repairs by appointment increasing
- Approval for 24 hour call centre
- Royal Society for the Prevention of Accidents (RoSPA) Silver Award

- Working Well Together, highly commended award
- Investors in People Award
- Apprentice of the Year Award - Ayr College
- APSE Scottish Apprentice of the Year Award - 2nd Place
- European Foundation for Quality Management (EFQM) submission for 2003

### ***Performance Lows***

- Increased sickness absence rates
- Feedback reports from EFQM highlighted weaknesses in communication

### ***Immediate Priorities***

- To address the increased absenteeism by continuing to follow the Council's sickness absence policy and procedures and by looking at other initiatives for absence prevention.
- Introduction of specific service based Occupational Health initiatives
- To identify measures for improving communication.

The Sub Committee was advised that each supervisor records the work completed on each job via a digital camera enabling photographic images and data to be downloaded to computer forming a record of work and library of information.

The Sub Committee was also advised that targets in relation to accident levels are set at one less than the previous year and the Council's Sickness Absence Policy and Procedures continue to be used in an effort to reduce absence rates.

## **Catering**

### ***Performance Highs***

- All 9 mainland secondary school dining rooms have been de-branded. The 53 primary schools now carry the 'Lunch Bunch' logo and 'NA Cafe' logo has been introduced in secondary schools.
- All 53 primary schools have received new dining furniture to brighten and modernise the children's dining environment.
- Hungry for Success initiative has been successfully implemented in 43 of the 53 mainstream primary school and 3 of the 4 special schools. This project remains on target with 100% completion for primary and special school by June 2004. Secondary schools have a target for completion by December 2006 although small changes are already being made to the service.
- 'Hungry for Success' and the Scottish Healthy Choices Award are Scottish Executive initiatives set in the national context of policy and action, which are designed to improve the Scottish diet. 79% of our 53 primary, 10 secondary and 4 special schools have been put forward to be assessed for the Scottish Healthy Choices Award. The assessment commenced March 2004.
- There has been an increase in the uptake of free school meals from 64.6% 2002/03 to 79.4% 2003/04.

- A Breakfast Service is now available in all 9 mainland secondary schools. Pupils are given the opportunity to purchase nourishing food prior to going to class.
- The level of hospitality catering has increased by over 250 events within the last financial year 2003/04.
- Vending machines introduced to 50% of our secondary schools promoting healthier choices. All secondary schools will have healthy choices vending by Spring 2005.

### ***Performance Lows***

- The programme of customer call visits to Heads of Establishment has fallen behind target.
- Catering Monitoring Inspections have fallen behind target.
- Staff induction not formally recorded at commencement of employment.
- Inconsistent approach to staff training.
- Our sickness level absence is currently 5.55% for financial year 2003/04.
- Occasional failure to meet Food Safety Standards, due to condition of fabric of the kitchen and non-adherence to in-house Food Safety System, Hazard Analysis and Critical Control Points (HACCP).
- Internal Audit of Catering Income and Expenditure resulted in need to review financial systems and internal controls.

### ***Immediate Priorities***

- To review Area Performance Plans, to ensure customer call targets are realistic and achievable.
- Ensure induction is received and recorded on commencement of employment.
- to develop and formalise documented procedures resulting in standardised approach to delivery of training.
- To address absenteeism by continuing to follow the Council's Sickness Absence Policy in partnership with Occupational Health.
- To ensure Food Safety Standards are achieved in each location and fabric problems are addressed and reported through the Food Safety System.
- Review and issue revised Financial Procedures incorporating self-assessments to ensure agreed targets are met.

The Sub Committee was advised that many factors influence the take up rates of breakfast clubs and the rates vary from area to area. It would appear that schools with a large number of commuting pupils can experience a poor take up and schools providing a subsidy towards the costs of their breakfast club can encourage a good take up of the service. A survey of the service was undertaken in April and the results are awaited.

## Cemeteries

### ***Performance Highs***

- Millport Cemetery selected as a finalist in the CBA Cemetery of the Year Award.
- Kilwinning Cemetery War Memorial wins large community category of the Royal British Legion Best Kept Memorial Competition.
- Opening of Largs Brisbane Glen Cemetery.
- 30% of the workforce training through the ICCM Cemetery Operatives Training Scheme
- Continuation of the programme of replacement of plant and equipment.
- Successful completion of the ICCM Charter for the Bereaved Best Value Assessment Process.

### ***Performance Lows***

- A slower than planned execution of the programme for the inspection of memorials in Ardrossan and Irvine Old Parish.
- Delay in the digitisation of Cemetery maps and plans.
- Failure to conclude negotiations for the purchase of suitable land for the extension to Kilmory Cemetery, Arran.
- A delay in the extension to West Kilbride and Beith Cemeteries.

### ***Immediate Priorities***

- A review of the procedures for passage of information to Lairholders with specific regard to memorial details.
- Expansion of the existing programme of memorial inspections to include greater public awareness.
- Conclusion of negotiations for the purchase of land for West Kilbride, Beith, Kilmory and Hawkhill, Stevenston cemetery extensions.
- Achieve the targets set by the ICCM Best Value Process and attain the Charter for the bereaved.
- Progress digitisation of cemetery maps and plans.

The Sub Committee requested information on the systems in place to secure unsafe headstones. The Head of Cleansing, Grounds Maintenance and Transport advised that a programme of safety inspection on memorials has been undertaken. Almost 800 memorials throughout North Ayrshire have been inspected and around 55% have achieved the required standard. Memorial headstones found to be unsafe are laid flat by cemetery staff and lairholders advised in writing. Re-erection of the memorial requires to be undertaken to the appropriate safety standards by a stonemason or the Cemetery service. Alternatively, if one quarter of the stone is free from inscription the Cemeteries Service can set-in the memorial at the top of the lair free of charge. Procedures are currently in place to manage the choice of memorials for erection to ensure they meet the requirements of the Health and Safety Executive in relation to safety within cemeteries.

The Corporate Director (Property Services) added that based on similar sized authorities, estimated costs of up to £1m would be incurred in order to make safe all memorial headstones in North Ayrshire.

## **Cleaning**

### ***Performance Highs***

- Cleaning Services maintained registration against British Standard Institute (BSI) ISO 9002: 1994 while achieving revised standard of ISO 9001: 2000. Accomplished March 2004.
- Scottish Qualification Authority (SQA) have agreed that Scottish Vocational Qualification (SVQ) Building Cleaning Interiors Level 2 can now be delivered by this service. This was achieved March 2004.
- Four mobile Cleaning Supervisors have been appointed to assist and support Area Officers at site level.
- A Cleaning Training Manual has been developed and piloted in a number of cleaning locations and is to be reviewed by April 2004. This will then be issued to Secondary School Cleaning Supervisors to enable them to cascade training to British Institute of Cleaning Science standard (BICS).
- Void House Cleaning Programme introduced to assist Housing Services in re-letting process.
- Homeless House Cleaning commenced March 2004, pilot project to assist Housing Services in re-letting process in line with Scottish Executive targets for homelessness.

### ***Performance Lows***

- The programme of Customer Call visits to Heads of Establishment has fallen behind target.
- High staff turnover on mainland and particular difficulty in filling cleaning vacancies on Arran due to competition for tourist industry.
- Sickness absence level is currently 6.01% from the financial year 2003/04.
- Lack of structured approach to delivery Scottish Vocational Qualifications.

### ***Immediate Priorities***

- To review Area Performance Plans to ensure customer call are realistic and achievable.
- To address increasing absenteeism by continuing to follow the Council's Sickness Absence Policy in partnership with Occupational Health.
- Evaluate and issue Training Manual on a phased basis to site based supervisory staff.
- To develop a formalised system of ensuring Scottish Vocational Qualifications are accessible to all staff who have achieved the BICS standard.
- Four Mobile Supervisors and temporary full time catering assessor to be training as cleaning assessors to support the delivery of SVQs, commencing April 2004.

Noted.

## **Grounds Maintenance**

### ***Performance Highs***

- Reduction in sickness levels
- Improvement to play areas surfaces and equipment
- Introduction of a Parks and Open Space Strategy.
- Participation in joint working projects with various community groups.
- Participation in Sports Strategy in conjunction with Educational Services and North Ayrshire Leisure.
- Participation in Scotland in Bloom
- Participation in Britain in Bloom
- Participation in Nations in Bloom.

### ***Performance Lows***

- Perception of the Ground Maintenance role by members of the public
- Problems relating to existing incentive schemes
- Staff morale
- Weakness in communication
- Lack of willingness from Community Councils to become involved in various strategies

### ***Immediate Priorities***

- Continued reduction in sickness levels
- Improve communication in order to improve morale
- Promote customer awareness of the Grounds Maintenance role within the Council
- Initiate a customer questionnaire to allow the service to develop a customer focused service
- Discussion with workforce and Trades Unions to find alternatives to existing Incentive Schemes
- Production of Indicators which can be measured against acceptable comparators.

The Sub Committee requested information on the maintenance of open areas of ground and play areas to keep them tidy and free from broken glass. The Head of Cleansing, Grounds Maintenance and Transport explained that play areas are inspected daily to ensure they are free from broken glass and hazardous materials. Lanes and areas where it is known broken glass and hazardous materials are discarded are also inspected on a regular basis. At the transfer from IDC many open areas of land became the responsibility of the Council. However, the budget transfer was insufficient to meet the costs of maintenance of these areas and the Council has since had to meet the shortfall.

The Corporate Director (Property Services) assured the Sub Committee that open areas of ground which require maintenance and repair will be inspected on a regular basis to ensure they are kept to a reasonable standard.

## Housing

### *Performance Highs*

- Draft Housing Service Standards produced and will go out to consultation from the end of April.
- New void policy and procedures were introduced in January 2003 and were developed jointly with Building Services with the aim of improving out relet performance on void properties. At the core of these procedures were new challenging targets for Building Services to repair a void property and a new targeted approach to lettings. We now make maximum use of the notice period and ensure that pre-allocation is the norm. This has been a success. In 2001/02 we let less than 5% of houses in less than 2 weeks. In 2002/03 the figure was 23% and by the end of March 2004 56.3% of all void properties had been let in less than 2 weeks. We are now one of the top performing local authorities in Scotland.
- An efficient approach to void management and allocation of houses ensures that void rent loss is kept to a minimum. In April 2003 void rent loss as a % of gross rent due was 1.69% and by the end of March 2004 it had reduced to 1.26%. In 2001/02 void rent loss was 2.13%, so we have shown sustained improvement.
- Section 11 of the Housing (Scotland) Act 2001 introduced the new Scottish Secure Tenancy (SST) for tenants of local authorities and registered social landlords. From 30 September 2002 all tenants were entitled to the statutory rights of the new SST. The Scottish Executive also recommended that all landlords introduced a new tenancy agreement and get all tenants to sign this. This is a major exercise and at the end of March 2004 we had made contact with over 81% of tenants to sign this agreement.
- Introduced Estate Warden service in BNSF areas.
- Anti Social Behaviour Team has been recruited, and Mediation Service launched with SACRO.
- Obtained funding from the Scottish Executive for provision of Community Wardens.
- 33 staff in further education.
- 81% of staff Personal Development Reviews completed
- 2 Mental Health Housing Officer posts established.
- 2 Welfare Rights and Debt Adviser posts established
- Homelessness:-
  - Policy and procedure manual produced
  - Expanded support, advice and assistance to homeless and potentially homeless applicants
  - A further two temporary furnished accommodation units provided by the end of March 2004, bringing the total to 91.
- Supporting People - attracted 14.7m of grant funding, jointly with Social Services, for financial year 2003/04.



- Development - working in partnership with Communities Scotland, and Housing Associations, 77 properties have been completed and there has been expenditure of approximately £3.4m.

### ***Performance Lows***

- Performance on Rent Arrears - reduced from 14.9% in 2002/03 to 12.3% by end of March 2004. Although within our target, this figure is significantly above Peer Group average.
- There continued to be a large volume of homelessness presentation, accentuating the need to further develop prevention services, building upon what has been put in place to date.
- Tenant Participation Strategy Draft by the end of March 2004, we now need to progress with consultation and review.

### ***Immediate Priorities***

- Rent arrears
- Training of Anti Social Behaviour Team, roll out medication service, establish Community Warden Service.
- Consult on draft Tenant Participation Strategy, launching at first Tenants Conference 30 April 2004.
- Finalise Local Housing Strategy and Fuel Poverty Strategy
- Develop prevention services for homeless people
- Complete multi agency review of Adaptations Service
- Establish Equal Opportunities Working Group
- Supporting People - continue to develop Supporting People Services through support and funding for providers, and in partnership with Social Services
- Consult on service standards for core services.

The Head of Housing advised the Sub Committee that the Anti Social Behaviour Team is now fully staffed.

The Sub Committee was further advised that the number of cases presenting as homeless continues on an upward trend as opposed to the number of houses for rental which fell by 300 last year.

## **Janitorial**

### ***Performance Highs***

- Janitors Training Programme as identified through a Training Needs Analysis has been completed.



- The Out of Hours Service provided to 63 Educational Establishments on a cluster basis has resulted in:
  - a) Increased management control
  - b) reduction in interruption to Head Teachers and Site Janitors
  - c) Increased customer satisfaction
- Reconfiguration by management of budgets and staff, has resulted in 4 additional full time Janitorial posts being created to assist in covering training, holidays and absence for the service.
- Review of current banking procedures carried out in December 2003.

### ***Performance Lows***

- The programme of Customer Call visits to Heads of Establishment has fallen behind target
- As yet unable to source a Scottish Vocational Qualification (SVQ) that is suited to the role of Janitor.
- Association of Chief Police Officers in Scotland( ACPOS) policy of non-attendance by Police to alarm calls.
- Staff induction not fully recorded at commencement of employment.
- Increase in number of Aggression and Violence reports from 2 to 15 for the financial period 2003/04.
- Janitorial Sickness Absence level currently 5.03% for financial year 2003/04.

### ***Immediate Priorities***

To review Area Performance Plans ensuring Customer Call targets are realistic and achievable

To source an appropriate SVQ or equivalent suited to the janitorial role.

Non-attendance of Police at call outs has led to the need for out-of-hours service provision to be reviewed. Current approach to service delivery to be reviewed and discussed in detail with Educational Services.

Ensure induction is received and recorded on commencement of employment.

To review instances of Aggression and Violence with Janitorial staff and ensure accurate recording of incidents to Educational Services.

To address absenteeism by continuing to follow Council's sickness absence policy in partnership with Occupational Health.

The Head of Catering and Cleaning explained that the Police continue to attend call-outs but are operating a " 4 strikes" policy and will not respond to a school after the fourth call-out. Educational and Technical Services are currently working together to improve the alarm systems in place and safety of staff within schools.

## **Other Cleaning/Public Conveniences**

### ***Performance Highs***

- Further reduction in attendance public toilet provision (conventional)
- Increase in litter bin and dog bin provision (1,273 litter bins, and 256 dog bins)
- Continued emphasis on tackling litter and graffiti
- Litter Awareness Campaign - "At Last a Cure for Litter"
- Involvement with "Eco Schools" and partnership working
- Appointment of Litter-Recycling Officer with immediate benefits
- Change over from 'Topsy' bins to 'Brunel' type bins in town centres
- Public toilet cleaning brought back in-house
- continued elected member involvement in litter awareness and campaign promotions
- Beach Award achieved from Keep Scotland Beautiful for South Beach in Ardrossan/Saltcoats
- Further upgrade of unattended public conveniences on Arran

### ***Performance Lows***

Failure to introduce Fixed Penalty Notices in respect of litter and dog fouling.

### ***Immediate Priorities***

- Ongoing Litter Awareness Campaign
- Using results of Local Environmental Audit Management System (LEAMS) to maintain and improve standards of cleanliness
- Provision of 3 universal superloos to accommodate disabled users and demolish 2 conventional unattended toilets following successful contract negotiations with J C Decaux and receipt of necessary permission
- Further upgrade of unattended public conveniences on Arran
- Move towards more effective de-littering of grass verges etc. in Irvine New town area, with introduction of two "Littermasters" which will have defined beats.

The Sub Committee asked what can be done to prevent litter being dropped particularly near and around local schools. The Head of Cleansing, Grounds Maintenance and Transport reported that there has been an increase in the provision of litter and dog bins and that a Litter/Recycling Officer had also recently been appointed.

## **Refuse Collection/Disposal/Recycling**

### ***Performance Highs***

- Commencement of rollout or kerbside collection scheme for certain dry recyclates in the Garnock Valley and Kilwinning areas

- Maintaining below average refuse collection costs whilst providing multiple weekly collections for garden waste, bulky household waste, white goods and residual household wastes;
- A projected 20% recycling rate for 2003/04 whilst maintaining the lowest mixed Council disposal costs and remaining self sufficient in waste disposal
- Satisfactory performance in relation to special uplifts and missed collections
- Reorganisation of vehicles to ensure continuity of service
- Introduction of 30 cubic metre collection boxes to recycling centres and internal customer to improve service and recycling
- Brown bins now fully rolled out and compost produced from garden waste used by Grounds Maintenance Service
- Involvement with LEAMS and ECO schools
- Necessary permit to operate Shewalton Area (2) as a disposal facility now achieved
- Gas management system introduced at Shewalton resulting in benefit to the environment and provision of electricity from a waste product.

### ***Performance Lows***

- Uncertainty regarding Arran's waste disposal/treatment provision
- No provision of recycling centre in Ardrossan/Saltcoats/Stevenston

### ***Immediate Priorities***

- Ongoing introduction of separate Kerbside Collection Scheme, coupled with increased provision of banks to facilitate an increase in recycling by 2006
- Further bid for Strategic Waste Fund monies to improve recycling centres, support waste minimisation, further increase recycling, landfill diversion
- Site search to determine availability of a waste disposal facility on Arran
- Implementation Plan for Arran
- Renew contract for collection of Arran's municipal waste and introduction of wheeled bins
- Maintain improvement in sickness absence figures
- Maintain reduced level of complaints via the Council's Customer Comments
- Identify site for recycling centre in Ardrossan/Saltcoats/Stevenston area and obtain necessary permissions
- Implementation of recycling campaign
- Carry out engineering works to prepare Shewalton Area (2) to receive waste effective January 2006
- Appointment of Assistant Recycling officer
- Submit a remodelled bid to the Scottish Executive for Strategic Waste Fund award already granted
- Provision of new depot and garage at Largs
- Provision of paper bulking facility at Shewalton
- Provision of new welfare facilities at Shewalton

In response to enquiries by the Sub Committee on the operation of the kerbside collection scheme and pull-out facility, the capacity of collection vehicles and the location of the new depot, the Head of Cleansing, Grounds Maintenance and Transport advised that public take up of the kerbside scheme has resulted in collection levels of 2,000-3,000 tonnes. Discussions are taking place on extending the pull-out facility to include recyclables.

## **Roads**

### ***Performance Highs***

- Commissioning and construction of the Largs Flood Prevention Scheme
- Continued achievement in excess of the Government's targets for reductions in road safety accidents and casualties
- Upgrading of street lighting in Ardeer and Irvine Vineburgh through Better Neighbourhood Partnership working thus enhancing public safety
- Replacement of Torbeg Bridge in Arran which removed a previous weight restriction and enabled easier access by commercial traffic
- Resurfacing of High Street Pedestrian Priority Area in Irvine
- Completion of Year 1 programme for Bus Stop/bus Shelter Improvements and Traffic Signals as part of Public Transport Fund Project
- Development of Street Gazetteer to required local standards
- Construction of footway link between Brodick and Brodick Castle

### ***Performance Lows***

- Ongoing problems with the Lighting Maintenance Contract Software (Highlights) and performance of term maintenance contractor
- Slow progress on traffic management schemes due to limited staff resources and problems of recruitment.

### ***Immediate Priorities***

- Improved consultations with stakeholders to determine what are seen as priorities by the public at large and to obtain feedback on what Roads Services has delivered
- Achieving full operational status of Lighting Maintenance Contract Software (Highlights)
- Upgrading of Street Gazetteer to satisfy national requirements
- Continued progress on extending our ISO 9001: 2000 quality accreditation to the whole of Roads Services
- Continued improvement in Lighting Maintenance Contractor's performance
- Feasibility/option study for replacement of A71 Bailey Bridge

The Sub Committee was advised that despite heavy investment in the road network in Arran there are still large stretches of road in poor repair and this will affect future performance figures.

## **School Crossing Patrol**

### ***Performance Highs***

- School Crossing Patroller in Stevenston awarded June 2003 "Runner Up" in national competition of "School Crosser of the Year 2003/04"
- All School Crossing Patrollers were completely re-equipped with personal protective clothing (PPE), completed June 2003.
- There was 100% attendance by the School Crossers for training on Crossing Procedures and Health and Safety, completed April 2003.

### ***Performance Lows***

- Recruitment and retention of School Crossing Patrol staff
- The programme of Customer Call visits to Heads of Establishment has fallen behind target
- Staff induction not formally recorded at commencement of employment
- School Crossing Sickness absence level currently 5.24% for financial year 2003/04. As a result this leads to the need to prioritise cover.
- Due to the regular non-function of pelican crossing in Kilwinning and the perception of the public that our service should be responsible for its manning, parents have requested new SXP post. This request has been referred back to Educational Services for consideration.
- There has been an increase in travel costs for relief Crossers due to difficulty in recruiting and retaining staff in certain areas

### ***Immediate Priorities***

- Ensure exit interviews are conducted and recorded.
- To review Area Performance Plans to ensure Customer Call targets are realistic and achievable.
- Ensure induction received and recorded on commencement of employment
- To address absenteeism by continuing to follow the Council's Sickness Absence Policy in partnership with Occupational Health
- To discuss with Road Safety how we can communicate to the public the established criteria for manning a school crossing point
- Review level of relief cover required
- Review management of and need for travel expenses.

Noted.

## **Technical Services**

### ***Performance Highs***

- Competitive tendering exercise for Housing Gas Maintenance contract completed

and new contract successfully introduced

- Completion and approval of Strategic Review of the Service
- Implementation of Consultants appointments on price/quality basis
- Woodland Primary School completed ahead of target
- Completion of major refurbishment of Cunninghame House
- Completion of 2 non-maintained Fire Stations on Arran
- Completion of house condition and attribute survey
- Seminar for local contractors on management of asbestos

### ***Performance Lows***

- Failure to complete PDR process for all staff
- Staff survey indicates feeling of lack of involvement in taking forward the service and the need for better training opportunities
- Slow progress with development of Best Value measures due in part to competing demands on limited staff resources

### ***Immediate Priorities***

- Develop an Improvement Plan to take the service covering the key priority areas of customer perspective, financial perspective, resources and joint working and continuous improvement.
- Initiate major re-tendering process for non-housing specialist term contracts
- Extend the number of term contractors for major repair/improvement work to North Ayrshire Council houses.
- Procurement of work funded from the 2004/05 Capital Programme
- Expansion of the Private Sector Grants Service to commit increased funding levels.

Noted.

## **Transport**

### ***Performance Highs***

- MOT Testing Facility now operational to meet commercial demand
- Multi functional vehicles purchased to support recycling initiatives
- Special vehicle designed for transporting people of limited mobility
- Improved tyre management to gain higher mileage for operational use and reduce costs
- Usage of low sulphur fuel and vehicles with particular to promote the Council policy on environmental pollution waste
- Oil sampling to reduce oil changes and pollution waste
- The customer reception areas is now more friendly

### ***Performance Lows***

- Sickness levels high due to long term absence and small workforce
- Technical training reduced in the workshop due to low manpower levels

- Reception area of workshops is not customer or user friendly
- Computer system updates to progress information being issued to user departments not up to standard required

### ***Immediate Priorities***

- Reduce sickness levels
- Computer system upgrade
- Training to reduce engineering advancements

In response to enquiries by the Sub Committee, the Head of Cleansing, Grounds Maintenance and Transport advised that all buses have a wheelchair tracking system and leaner diesel is used by the Council fleet thereby promoting the Council's policy on environmental pollution reduction. The provision of automatic vehicles to assist drivers experiencing physical difficulties in driving manual vehicles could be explored if required. Used oil can be disposed of at civic amenity sites within North Ayrshire and also at Largs and Troon Marinas.

## **2. Date of Next Meeting**

The next meeting will be held on Wednesday 11 August 2004 at 2.00 p.m. in Committee Room 2, Cunninghame House, Irvine.

The meeting ended at 3.45 p.m.