

Commercial Services Committee
17 December 1997

Irvine, 17 December 1997 - 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, Irene Oldfather, Gena Seales, George Steven and Samuel Taylor.

In Attendance

W Cowan, Director of Commercial Services, K Wilson, Head of Catering and Cleaning, J Currie, Head of Cleansing and Grounds Maintenance, N McCallum, Head of Commercial Support, J Hair, Principal Officer (Financial Services), M Baird, (Personnel Services), G Lawson, Principal Policy/Administration Officer and M McKeown, Administration Officer (Chief Executive).

Chair

Mr Dickie in the Chair.

Apologies for Absence

Patrick Browne

1. Minutes Confirmed

The Minutes of the Meeting held on 12 November 1997, copies of which have been previously been circulated, were confirmed.

2. Tenders for Vehicles 1997/98

Submitted report by the Director of Commercial Services on the progress to date on the replacement vehicles programme for 1997/98.

Noted.

3. Wheeled Bins: Tenders for the Proposed Pilot Scheme

Submitted reports by the Director of Commercial Services on tenders received for the wheeled bin pilot scheme to be introduced into the Garnock Valley from 1 April 1998.

The Committee were advised that of the four companies invited to tender for the pilot scheme, S S I Schaefer Limited had submitted the lowest offer in the sum of £130,560.

The Director of Commercial Services also confirmed that there was now a need to consider further the immediate introduction of wheeled bins to the remainder of the mainland domestic householders of the Council as a cost saving exercise for the 1998/99 budget and as a means of securing savings in future financial years.

After discussion, the Committee agreed a) to accept the tender from S S I Schaefer Limited in respect of the pilot scheme in the Garnock Valley; b) in principle to proceed with the introduction of wheeled bins throughout North Ayrshire, subject to

available funds being identified in the current financial year; and c) to authorise the Director of Commercial Services, as a first step, to place an advert in the European Journal inviting tenders.

4. Customer Comments Scheme Monitoring Covering a Three Month Period ending 30 September 1997

Submitted report by the Director of Commercial Services on the performance of the Directorate in managing customer comments.

Noted.

5. Scottish Vocational Qualifications (SVQ) Pilot Programme

Submitted report by the Director of Commercial Services on the introduction of an SVQ Pilot Programme.

Members were advised that the Commercial Services Directorate, in association with the Personnel Services Department, has introduced a SVQ pilot programme designed to raise the skill levels of the Directorate's employees to enable them to meet the objectives of the Directorate's business plan and mission statement. Many of the Directorate's employees are manual workers with no formal qualifications and the Programme is aimed at developing them in their jobs and whilst providing them with a recognised national qualification.

A number of SVQs have been identified against which employees will be benchmarked and, if the Pilot (which involves some 39 candidates) is successful, the Programme will be extended to all employees within the Directorate on a phased basis.

Noted.

6. National Examination Board for Supervisory Management

Submitted report by the Director of Commercial Services on the introduction of the NEBS programme.

Members were advised that a number of Supervisory staff within the Commercial Services Directorate have been undertaking the NEBS Management Introductory Award which aims to give practising and potential supervisors the basic knowledge and skills to help them develop as front line managers. To date 14 first line supervisors have successfully completed the requirements of the Introductory Award.

The Committee agreed that the successful candidates should be presented with their awards at the January meeting of the Council and that suitable publicity be arranged.

7. Building and Works Computer System

Submitted report by the Director of Commercial Services on the upgrade of the Building and Works computer system which has been upgraded to improve its operating capabilities, to ensure a more effective interface with the Housing Directorate's system and, ultimately, to improve the service provided to the Council's tenants.

After discussion the Committee noted developments and agreed that a report on the new format of the 'Bill of Quantities' should be submitted to the next meeting of

the Corporate Strategy Committee.

8. Cleaning Contract: Customer Satisfaction Report

Submitted report by the Director of Commercial Services on the standards achieved in the building and cleaning contract in the period 10/9/97 to 4/11/97.

Noted.

9. Frost Protection Procedures

Submitted report by the Director of Commercial Services on the Frost Protection Procedures which have been introduced within educational establishments to prevent damage as a result of severe weather conditions.

The new procedure, a copy of which was appended to the report clearly demonstrates the action which is to be taken by janitorial staff to protect premises against frost.

Noted.

10. Royal Environmental Health Institute for Scotland (REHIS)/Hazard Analysis Critical Control Point (HACCP) Training

Submitted report by the Director of Commercial Services on the REHIS training completed to date and the commitment to complete HACCP training.

At an earlier meeting of the Committee, the Catering and Cleaning Section reported its intention to have all food handlers trained to REHIS Elementary level before the end of 1997. This target has now been achieved, with some 284 members of the Catering workforce successfully completing the training, and North Ayrshire is one of the first local authorities to carry out such a comprehensive programme of training.

All Catering managers will now be trained towards REHIS Intermediate Level by the end of the current financial year and, as a further development, the Catering Section has embarked on HACCP training which will be carried out and completed by the end of June 1998.

Noted.

11. Service Level Agreement: Social Work

Submitted report by the Director of Commercial Services enclosing the revised service level agreement which has been introduced between the Catering and Cleaning Section and the Social Work.

Following the disaggregation of services from Strathclyde Regional Council, both the Commercial Services and Social Work Directorates identified a number of issues which required to be addressed, including the establishment of clear lines of communication and clarification concerning new responsibilities and budgetary controls.

In order to ensure that the services provided by the Catering and Cleaning Section are in line with customers requirements, a Service Level Agreement has been developed which covers both the catering and cleaning functions within all Social Work establishments.

Noted.

12. Janitorial Staff Uniforms

Submitted report by the Director of Commercial Services on the recent tendering process for janitorial staff uniforms which will enhance school security and provide viability for these staff members who are often the first point of contact for visitors.

The report confirmed that the offer submitted by ARCO in the sum of £13,615 had been accepted and that all Janitorial staff would be issued with their new uniforms in due course.

Members were further advised that a Working Group has now been set up to develop a policy on the use of employee security cards.

Noted.

The meeting ended at 3.05 p.m.