
ADMINISTRATION POLICY WORKING GROUP

ITEM NO 5(c)

13th NOVEMBER 2007

REPORT BY DIRECTOR OF TECHNICAL SERVICES AND THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING

APSE REVIEW OF CATERING AND CLEANING

1.0 Purpose of Report

- 1.1 **To provide Members with the opportunity to discuss the findings of the APSE review of Catering and Cleaning and to propose future actions.**

2.0 Background

- 2.1 The Association of Public Sector Excellence (APSE) were engaged to undertake a review of Catering and Cleaning services to provide a robust assessment of the level, quality and costs of the services provided and to deliver an action plan, following the early retiral of the Catering and Cleaning Manager in January 2007. It was recognised that this service was one of concern to both officers and members and a review was desirable.
- 2.2 APSE brought a considerable amount of experience to the review through their Consultant John Bedwell, who has worked with many other organisations and local authorities in Scotland and the rest of the UK. In addition, specialist support was provided for skills auditing and other local authorities were contacted. APSE's performance networks facility (a benchmarking service) was also used to identify best practice advice, and gather data from other authorities for comparison.
- 2.3 The review was structured into four work elements based on the Best Value '4 C's' of Challenge, Consult, Compare and Compete.
- 2.4 Both Education and Lifelong Learning and Catering and Cleaning Staff have provided considerable commitment to support the review – particularly the extensive benchmarking and consultation exercises.

3.0 Findings

- 3.1 The executive summary of findings is attached at Appendix 1. A presentation of findings will be made to Members by John Bedwell at the APWG meeting. The full report is available for Members by request.
- 3.2 Members are asked to review the findings and to consider in respect of the recommendations set out in section 10.0 of the report.

4.0 Financial Implications

4.1 The executive summary indicates financial issues in section 5.4. Dependent on the views of the working group, these would be worked into detailed proposals for the budget process, and for approval for Members through the budget process and detailed Executive reports.

5.0 Consultation

5.1 The Heads of Financial Administration, Legal Services, Corporate Finance and Corporate Administration will be consulted and their comments reported to the meeting.

To ensure that the APSE representative can be present to outline the findings of the review and answer members questions, this report had to be presented to the 13th November meeting, which has meant that there was not time for the usual consultation sequence to be followed.

Any comments from consultees will be incorporated in the final version of the report to the Executive Committee.

6.0 Equality

6.1 There are no equality implications to this report.

7.0 Environment

7.1 There are no environmental implications to this report.

8.0 Risk Commentary

8.1 The purpose of the review has been in part to reduce risks associated with providing the service and to ensure that future service changes are effectively directed.

9.0 Summary

9.1 *Members are asked to consider the Executive Summary of the Review of Catering and Cleaning Services.*

10.0 Recommendations

10.1 I recommend that the Administration Policy Working Group:

- (a) Identifies any points in the report for clarification.**
- (b) Endorses the findings of the review and service improvement plan.**
- (c) Agrees in principle to the proposed service option and restructuring, and considers a potential timescale for implementing the new structure.**
- (d) Agrees in principle to the need to develop corporate service delivery, funding and pricing policies.**
- (e) Accepts the concerns regarding school cleaning specifications and the need to undertake further work in this area.**
- (f) Agrees to the development of the resourcing and financial implications for integration into the budget process.**

- (g) Considers the approach to the development of service improvement planning (as guided during the presentation), future detailed plans and outcome/success criteria.
- (h) Identifies any areas for more detailed information to be provided to Members prior to further work being undertaken.
- (i) Agrees that an updated report, to include these findings and views from these discussions is submitted to the Executive Committee for formal approval in due course.

Approved by

Name	Designation	Signature
Callum Hay Glenn Rodger	Director of Technical Services Director of Education and Lifelong Learning	[insert signature]

Author(s)

Name	Designation
Carol Smith	Head of Business Management (Technical Services)

Background Papers: N/A
Previous Minute Reference: N/A

	REPORT CONSULTATIONS / TIMING		
Report Title:	SAME AS TITLE		
Estimated Time Required for Presentation and Discussion:			30 mins
<u>MANDATORY CONSULTATIONS</u>			
<u>Service</u>	<u>Date Sent</u>	<u>Reviewed by</u>	<u>Date</u>
LEGAL SERVICES	6/11/07		
CORPORATE FINANCE	6/11/07		
CORPORATE ADMINISTRATION	6/11/07		
FINANCIAL ADMINISTRATION	6/11/07		
<u>OPTIONAL CONSULTATIONS</u> (depending on report content)			
IT			
PERSONNEL			
Any others – detail)			
DIRECTOR OF SOCIAL WORK			
TECHNICAL SERVICES MT			
PORTFOLIO HOLDERS			
<u>MANAGEMENT TEAM:</u>	If YES, date when consulted		

ADD HERE COMMENTS RECEIVED FROM EMAIL RESPONSES DURING DRAFTING, IF APPROPRIATE