

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE - 13TH SEPTEMBER 2006

RETENTION AND EXTENSION OF QUALITY ACCREDITATION – CLEANSING SERVICE

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To advise the Committee that the Cleansing Service has been successful in retaining its existing quality accreditation and having this extended to the Materials Recycling Facility operation.

2. BACKGROUND

- 2.1 When the Council was formed in 1996, the Cleansing Service of the former Cumnock & Doon Valley District Council had achieved quality accreditation and within the first five years of the life of the new Council this accreditation was extended to the Cleansing Service of the former Kilmarnock & Loudoun District Council.
- 2.2 The quality accreditation is to the International Standard ISO/9000 and the process involves a rigorous twice annual examination of procedures and systems by external assessors from the British Standards Institute.
- 2.3 The service was recently audited and the BSI reports confirm that the existing systems remain strong and that the Material Recycling Facility activities now carry ISO/9000 accreditation. This latter achievement effectively extends the scope of quality-accredited services within the Service.

3. DISCUSSION

- 3.1 The positive report from the external assessors confirms the Department's continuing commitment to improving standards of service delivery and the Cleansing Service is currently preparing its Policy and Strategy Unit for inclusion in the Accreditation Scheme by early 2007.
- 3.2 The achievement of continued accreditation together with its extension effectively demonstrates service delivery to which every employee in the service is committed.

4. FINANCIAL IMPLICATIONS

- 4.1 Nil.

5. LEGAL IMPLICATIONS

5.1 Nil.

6. POLICY IMPLICATIONS

6.1 The Community Plan commits the Council to a programme of ongoing improvements in service delivery and environmental standards. The achievement of continuing quality accreditation together with its extension to an existing service sits well with these aspirations.

7. CONCLUSION

7.1 The Cleansing Service has recently undergone a rigorous examination of its Quality System by external assessors. The outcome is that the existing quality scheme can be re-validated and it can also be extended to include the activities delivered within the Material Recycling Facility.

8. RECOMMENDATIONS

8.1 The Committee is invited to note the contents of the report.

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Executive Director of Neighbourhood Services

WS/JFC/SD

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LIST OF BACKGROUND PAPERS

NIL

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