

EAST AYRSHIRE COUNCIL

COMMERCIAL OPERATIONS COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY 22 OCTOBER 1996 AT 1000 HOURS IN THE MEETING ROOM, COUNCIL HEADQUARTERS, LONDON ROAD, KILMARNOCK

PRESENT: Councillors Jim O'Neill, Gordon McCredie, Drew McIntyre, Kathleen Hall, John Knapp, David Sneller, Jimmy Carmichael, Robert Taylor, John Smith, Tommy Farrell, and Eric Jackson.

ATTENDING: David Montgomery, Chief Executive; Fiona Lees, Depute Chief Executive; Des Tierney, Director of Commercial Operations; Bill McKenzie, Senior Depute Director of Commercial Operations; Robin Gourlay and Charles McIvor Depute Directors of Commercial Operations; Robin Cook, Assistant Operations Manager; Bill Walkinshaw, Principal Administrative Officer; Carol Johnston, Service Development Manager and Gillian Hamilton, Administrative Officer.

APOLOGIES: Provost Robert Stirling and Councillor Alan Campbell.

CHAIR: Councillor Jim O'Neill, Chair.

PERFORMANCE INDICATORS

1. There was submitted and noted a report dated 3 October 1996 (circulated) by the Director of Commercial Operations on the performance indicators currently in use within the Direct Services activities of the Department of Commercial Operations.

GARDEN CARE SCHEME

2. There was submitted a report dated 7 October 1996 (circulated) by the Director of Commercial Operations on the Garden Care Scheme introduced into the Kilmarnock area on 10 June 1996.

It was agreed:-

- (i) to note progress in this area of work; and
- (ii) that a joint monitoring report by the Directors of Commercial Operations and of Housing on delivery of the Garden Care Scheme would be submitted to a future meeting.

Councillor David Sneller joined the meeting during discussion of this item.

GROUND MAINTENANCE PERFORMANCE

3. There was submitted a report dated 2 October 1996 (circulated) by the Director of Commercial Operations on the management action taken in order to achieve the contracted standard of performance in grounds maintenance in East Ayrshire.

It was agreed to note the positive action taken to maintain a high standard of service delivery for garden maintenance.

EATING FOR HEALTH - A DIET ACTION PLAN FOR SCOTLAND

4. There was submitted a report dated 7 October 1996 (circulated) by the Director of Commercial Operations outlining how the Diet Action Plan for Scotland, developed by the Scottish Diet Action Group affected East Ayrshire Council and offering proposals to progress this area of work with Council Departments. Copies of the Scottish Diet Action Group's Diet Action Plan were available for Members information.

It was agreed:-

- (i) to adopt the general principles outlined in the Scottish Diet Action Plan in delivering contract services;
- (ii) to refer the report to the Education, Social Work and Community Services Committees for their interest ;
- (iii) to refer the report to the Policy and Resources Committee for consideration in terms of the possible formulation of a Council policy on food and health; and
- (iv) otherwise to note the report.

CUSTOMER CARE IN HOUSING WORKING GROUP

5. There was submitted a report dated 3 October 1996 (circulated) by the Director of Commercial Operations advising of the outcome of the Working Group on Customer Care in Housing and suggesting methods of implementing the Group's findings.

It was agreed that Commercial Operations:-

- (i) participate in the formation of a Client-Contractor Liaison Group with a remit to improve communications and reduce unnecessary administration costs;
- (ii) encourage an immediate start to a training programme for employees of both Client and Contractor involved in repairs and maintenance with particular emphasis on direct contact procedures and knowledge of the system and its component parts;
- (iii) provide assistance and support to the various groups involved in cost reducing exercises, general CCT strategy and training;
- (iv) ensure that the Building and Works DLO, pursue operational and structural systems which enhance the Council's decentralisation policy and provide support for all groups providing services to the elderly, disabled and vulnerable; and
- (v) implement quality systems which do not fragment service delivery to the tenant and encourage the introduction of monitoring forums involving tenants and their representatives.

COSLA QUALITY AWARD SUBMISSIONS (Item 3, Page 1190)

6. There was submitted and noted a report dated 3 October 1996 (circulated) by the Director of Commercial Operations providing details on four projects submitted by the Commercial Operations Department for the Scottish Local Government's Quality Awards.

**HEALTH AND SAFETY - REPORTING OF INJURIES, DISEASES
AND DANGEROUS OCCURRENCES**

7. There was submitted a report dated 3 October 1996 (circulated) by the Director of Commercial Operations advising on the number of incidents/accidents reported in the period 1-31 August 1996 and on the number of reports made to the Health and Safety Executive in terms of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

It was agreed to note the report and to continue to monitor Health and Safety stastical information.

EXCLUSION OF PRESS AND PUBLIC

8. It was agreed that under Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the Press and Public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 8 of Schedule 7A of the Act.

FINANCIAL REPORT

9. There was submitted and noted a report dated 3 October 1996 (circulated) by the Director of Commercial Operations on the finalising of the Department's budgetary estimates, and the requirement for the Department to produce a surplus in the financial year 1996/97.

The meeting terminated at 1045 hours.