

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION RESOURCES SUBCOMMITTEE	Subject:
From: DIRECTOR OF EDUCATION & DIRECTOR OF HOUSING & PROPERTY SERVICES	CENTRAL REPAIRS ACCOUNT - PERFORMANCE REVIEW : 2000/2001
Date: 04 May 2001	Ref: LS/hm

1. PURPOSE OF REPORT

- 1.1 To update members on the level of expenditure from the Central Repairs Account on Education properties and to review the level of customer satisfaction with the delivery of the Maintenance Service.

2. INTRODUCTION

- 2.1 The Department of Housing & Property Services has the responsibility for the management of day to day repairs and cyclical maintenance of school buildings. The resources are made available from the Central Repairs Account.

3. RESOURCES AVAILABLE 2000/2001

- 3.1 The total resource available in the Central Repairs Account for all non-housing properties across all services in 2000-2001 amounted to £6.108M.
- 3.2 This resource is allocated across all departments as follows:-

Cyclic maintenance (Contracts for servicing Intruder alarm, emergency equipment etc.)	£460,000
Portable appliance testing (Health & Safety requirement To test small tools and equipment)	£350,000
Asbestos removal fund	£100,000
Water quality (Health & Safety requirement)	£290,000
Graffiti removal	£80,000
Decoration allowance	-
Vehicle Costs (recharged from Community Services)	£167,100

Professional Fees (an allowance to pay for Professional advice from Design Services or Specialist Consultants)	£25,000
Contingencies/emergencies	<u>£100,000</u>
Resources already committed	£1,572,100
Balance available for day to day repairs Across all departments	£4,535,900

From a total budget of £6.108M, only £4.535M is available to fund day to day repairs in 1,996 properties across all departments, i.e. £44 per property per week.

4. *OUTRUN 2000/20001*

- 4.1 Expenditure on Education properties at the end of the financial year 2000/2001 amounted to £3.36M, which represents, 55% of the total annual budget of £6,108M which includes £2.58M (or 57%) of the £4.535M, which was available for day to day repairs across all services .

5. *SERVICE PERFORMANCE*

- 5.1 At its meeting on 15 November 200, the Education Resources Sub Committed noted the methodology of delivering the maintenance service involving a nominated officer within the establishment, the Property Log Book and the Sector Officer.
- 5.2 Following the introduction of the Property Log Book last year, the officers in each educational establishment with responsibility for overseeing the maintenance service have been actively encouraged to return Customer Satisfaction Reports. This is the first of regular reports which will be made to Committee to advise on the service being provided.

Total Number of Establishments who replied	Total Number of Returns	Number Satisfactory	Number Unsatisfactory
76	779	593	186

- 5.3 The maintenance service is delivered primarily through the Council's new Partner, Morrison Property Care Limited as well as a number of other private Contractors. Last year, a total of 28,167 orders were processed for repair work funded solely from the Central Repairs Account. The inclusion of client funded projects increased this figure to 31,195 orders with a total spend of £9.6M.
- 5.4 Of the total number of returns, 593 (76%) were satisfied with the timescale and quality of work etc. and 186 (24%) expressed concern over some aspect of the repair work. The majority of complaints related to the length of time taken to implement repairs as well as the quality of workmanship or the fact that work was sometimes left incomplete.
- 5.5/

5.5 To ensure that funding is available throughout the financial year, the budget is allocated to maintenance staff on weekly basis. This can result in delays in some non-essential repairs. In addition, in the latter months of operating with the D.L.O., the staff shortages in several trades exacerbated these delays but discussions have taken place with Morrison Property Care Limited who are now addressing these resource issues.

Action is now being taken with the schools involved to address those cases where dissatisfaction was expressed.

5.6 Examples of both a satisfactory report and unsatisfactory report are appended together with a blank form. With regard to the example of unsatisfactory work at Muirhouse Primary School, a further order was issued to alter the ramp to render it safe.

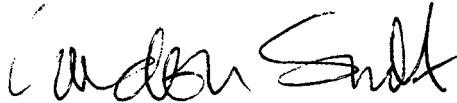
6. **RECOMMENDATIONS**

6.1 The Education Resources Subcommittee is recommended:-

- i To note the level of expenditure from the Central Repairs Account on Education properties for the financial year 2000/2001.
- ii To request the submission of Performance Review Reports at 6 monthly intervals to future meetings of the Subcommittee.

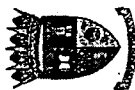
7. **BACKGROUND PAPERS**

Available within the department



THOMAS McKENZIE
DIRECTOR OF HOUSING & PROPERTY SERVICES

CUSTOMER SATISFACTION REPORT



REPORT NO.....

Establishment:	
Head or Establishment	
Name/Signature:	
Date:	

Description of Work	Ramp for nursery fire exit.
Comments on: Timescale/Quality of Work/Attitude of Workforce/Safety Issues etc	<p>The ramp needs an alteration as it has a step down. A child has already fallen as the result of this.</p> <p style="text-align: right;">Sector Officer informed.</p>

Order No.	CONTRACT
Order Date	_____
Date Work Started	_____
Date Work Completed	_____
Date Copied To Sector Officer	_____

CUSTOMER SATISFACTION REPORT



REPORT NO.....1.....

Establishment:

Head of Establishment

Name/Signature:

Date:

Description of Work

Repair / Replace U Bend at toilet
Pan in 6th year Toilet

Comments on:

Timescale/Quality of Work/Attitude of Workforce/Safety Issues etc

Working perfectly

Order No.

01048421

Order Date

09/02/01

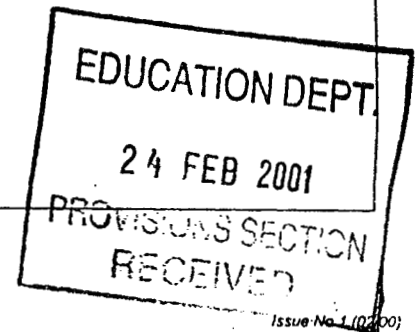
Date Work Started

12/02/01

Date Work Completed

12/02/01

Date Copied To Sector Officer



Issue No 1 (02/00)

CUSTOMER SATISFACTION REPORT



REPORT NO.....

Establishment:	_____
Head of Establishment	_____
Name/Signature:	_____
Date:	_____

Order No.	_____
Order Date	_____
Date Work Started	_____
Date Work Completed	_____
Date Copied To Sector Officer	_____

Description of Work
Comments on: Timescale/Quality of Work/Attitude of Workforce/Safety Issues etc

CUSTOMER SATISFACTION REPORT



REPORT NO.....

Establishment:	_____
Head of Establishment	_____
Name/Signature:	_____
Date:	_____

Order No.	_____
Order Date	_____
Date Work Started	_____
Date Work Completed	_____
Date Copied To Sector Officer	_____

Description of Work
Comments on: Timescale/Quality of Work/Attitude of Workforce/Safety Issues etc