

TENDER FOR GROUNDS MAINTENANCE AND CLEANING

Report of the Director of Investment & Regeneration

1. SUMMARY

This report gives an update on the re-tendering of contracts for grounds maintenance and communal cleaning, which will be combined into a single 'estate maintenance' contract.

2. RECOMMENDATION

That the City Board note the report.

3. MATTER FOR CONSIDERATION

- 3.1 Our grounds maintenance contract with Vale ends in March 2012 and has to be re-tendered. Vale has provided this service since 2007 and it includes the garden scheme for elderly and disabled tenants.
- 3.2 Our communal cleaning contract also ends in March 2012, but includes an option for us to extend the contract for a further two years. Hi-Spec has provided this service since 2009 and it is mostly the communal areas of blocks of flats, plus common rooms and offices.
- 3.3 The cleaning contract also includes some caretaking-type work at flats. These are routine tasks that can be done by the cleaner during a normal visit, typically tidying areas like bin stores, drying areas and the building perimeter. This system works far better if nearly all blocks are on the contract and they all are cleaned weekly.
- 3.4 Two years ago only we cleaned only 54% of blocks and most of those were only cleaned every fortnight. This simply did not work so the contract has been expanded over the last two years. We have added 68 blocks and now clean 85% of the total. Most are now cleaned every week and we are transferring more over to weekly cleaning, in consultation with residents and housing officers. This expansion makes the caretaking work done by cleaners far more effective.
- 3.5 We are taking this opportunity to combine all this work into a single estate maintenance contract from April 2012. We feel there is now a market among contractors for this type of integrated service. Among others, both Vale and Hi-Spec are keen and they both operate this type of service elsewhere. To achieve this we will not be extending Hi-Spec's contract. This is not a reflection on their service; it just allows us to combine the two contracts from 2012.

3.6 We will keep our own caretakers to do responsive and heavy work. Much of this is removing large or heavy items that have been dumped in communal areas, e.g. furniture. Our caretakers have the vehicles, tools and equipment to deal with this and other heavier or more demanding tasks, while cleaners do not. This approach means that simple tasks that need to be done every week at every block get done by cleaners who are programmed to be there anyway, leaving our own caretakers free to respond to problems and focus on work they are equipped for, including more intensive monitoring of hot spots.

3.7 We can see several advantages in an integrated estate maintenance contract:

- one service provider with one contract manager for these different issues
- supervisors being responsible for all work in an area, so that they 'own' the site and its condition, not just their own bit of the work
- the same with our staff involved in managing the contract – single point of contact covering different types of work
- some sharing of the contractor's resources between grounds maintenance and cleaning, to meet urgent needs
- reduced costs of office, depot and company overheads, meaning more of the money is spent on doing work.

3.8 The City Board will be kept updated on progress.

4. CONSULTATION IMPLICATIONS

We will work with the Resident Involvement Team to identify tenant and leaseholder representatives to be part of the assessment panel for the contract.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

The grounds maintenance contract costs £728,000 per year and the cleaning contract costs £213,000 per year. Derby Homes funds these costs.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

Author: Matt Hands / Maintenance Manager/01332 888479 / matt.hands@derbyhomes.org

Background Information: None

Supporting Information: None