

SERVICETEAM LIMITED – CONTRACT REPORT

1 SUMMARY

- 1.1 The Serviceteam report attached (Appendix A) has been written by their Regional Manager, Garry Such, who will be attending the meeting of this Committee on 8 January 2002. Detailed in the report are a number of items / issues that Mr Such intends to expand on verbally at the meeting in addition to answering any questions that Members may have in relation to the contracts that Serviceteam operate for the Council.

2. RECOMMENDATION

- 2.1 It is proposed that the Sub-Committee **RECOMMENDS**
That Members receive this report.

Roger Crofts

Corporate Director (Finance & External Services)

Background Papers:

None

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APPENDIX (A)

ROCHFORD DISTRICT COUNCIL

REPORT FOR COMMITTEE FROM SERVICETEAM

1. INTRODUCTION

Serviceteam: established in 1958 when R.B. Tyler created a Landscape company called Tyler Landscapes concentrating on M.O.D. military sites across Europe, through M.O.D. work the refuse side of the business was started. In 1989 R.B. Tyler sold the company to AAH Environmental Services who grew the business to £75 million expanding into local authority contracting. In 1995 four directors from Lewisham Council bought the company from AAH and Serviceteam was devised, the business expanded to £150 million when it was acquired in January 2001 by Cleanaway who have an annual turnover of £800 million.

Serviceteam specialise in grounds maintenance, street cleansing, refuse collection, recycling, repairs and maintenance, security, building cleaning, catering to mention a few. We are a main driver in partnership contracts.

2. SERVICETEAM & ROCHFORD DISTRICT COUNCIL

Our relationship spans 14 years with a static workforce across all services. Through this period we have achieved ISO 9002 quality, Investors in People, we intend over the contract period to obtain ISO 18000 British Safety Council and ISO 14000 Environmental Standards.

New 7 year partnership contract; appointed Operations Manager – David Beckham, invested in £900,000 of new equipment, external assessment through BSI of our quality system, sourced recycling facility.

3. GROUNDS MAINTENANCE

- **Invested** in new equipment, our grass cutting equipment is predominantly Hayter due to the parts back-up service on 24hr, used to use Ransomes but support very poor. We still use Ford tractors as these remain the best small tractor on the market, McConnel side arm flail, John Deere ride on rotary mowers, LDV pickups and vans. All equipment comes with operator training via manufacturers at point of delivery.
- **Appointed** new Contract Supervisor (Helen Chamberlin). Helen joined the company in April 2001 and has brought fresh ideas to the operation and a different perspective resulting in increased performance. Helen has just completed her NEBS management course through the company's training and development scheme.

- **Uniform** changed to Navy Blue, we used to have bottle green but found that most of our competitors followed or had the same coloured Personal Protective Equipment, so to stand out from the crowd we are in the process of going Navy Blue nationally.
- **Reviewed** sports facilities, one of Helens first jobs was to fully evaluate our sports pitch booking service, a vast task but we have now achieved an up to date database of clubs, evaluated each team, monitor payment profiles etc.
- **Maintain** strong relationship: over the last 14 years Serviceteam and Rochford District Council have worked closely in partnership resolving issues together to improve the environment of its residents, we will continue working together to move the contract forward through Best Value.