Scrutiny Team Report

Planned Maintenance Revisit

Management Response

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1 Introduction:

This follow up review was a recommendation by the Scrutiny Team following the Planned Maintenance Review undertaken in December 2016.

The aim of the review was to consider the current delivery model and any changes resulting from, or subsequently made since the December 2016 exercise.

The principal focus of the review was limited to the delivery of the kitchen programme by Silcoa and covered a range of areas including customer service, customer feedback, standards and specifications.

2 Management response:

The Head of Planned & Cyclical Maintenance has engaged with the team during the course of the review and this has enabled both queries during the review and resulting recommendations to be clarified promptly.

Across 6 areas reviewed, 3 had no recommendations and the remaining 3 had a total of 5 recommendations against them. All recommendations have been accepted and will now be built into the management processes going forward.

3 Findings and recommendations:

The leadership team agree with all of the findings of the planned maintenance review and an action plan has been developed to address the issues raised. See attached Appendix 1.

4 Conclusion:

The leadership team would like to thank the scrutiny team for their hard work in carrying out the review.

The Head of Planned & Cyclical Maintenance will ensure that they are updated as the action plan is implemented.