

BEST VALUE REVIEW LAUNDRY SERVICES DRAFT – APPENDIX B

IMPROVEMENT PLAN (1.10.01 – 30.9.06)

Following the presentation of the Best Value Review Laundry Services to Cabinet on 24 September it was resolved that: -

1 The preparation of an improvement plan be agreed.

2 A consistent and equitable charging policy across the County, subject to and dependent upon the outcome of the Council's review of its charging policy be agreed.

3 The possibility of a Public/Private Partnership for the Home Care Laundry Service, to include other related services, be explored and appraised.

4 If the case for such a partnership is not made:

i consideration of how the current service might be rationalised, managed and organised to maintain the quality and improve the cost effectiveness service be agreed.

ii An exploration of ways in which the spare capacity of the Home Care Laundries can be utilised and eliminated in order to increase income and reduce the Council's costs be agreed.

iii The undertaking of a cost benefit analysis before the purchase and installation of replacement industrial washing machines and driers within establishments, and to consider whether it might be appropriate for the Home Care Laundry to provide the service, be agreed.

IMPROVEMENT PLAN

Proposed action to implement the above plan

1. Consistent and equitable charging policy	By when	Who	Monitoring	Cost/ Resources
Interpretation of existing charging policy for laundry to be agreed	30th November 2001	Team for Older People	Letter to Clients	Should improve budget deficit by approx. £10,000
Interpretation of existing policy to be implemented	January 2002	Team for Older People	Consistent interpretation of policy implemented	N/a
Review of Charging policy for Adult Social Care	October 2002	Team for Older People	Adult Social Care Board	Within existing resources
2. Explore and appraise Public/ Private partnership				
Write to local laundries asking for expressions of interest	October 2001	Contracts Division	Analyse questionnaires	One staff day, within existing resources

Appraise all the companies that show interest in working in partnership	January 2002	Contracts Division	Draw up specification/ schedule of requirements/ partnership agreement	Twenty staff days, within existing resources as part of Contracts Division work
Shortlist and enter into contract negotiations	February 2002	Contracts Division/ Team for Older People		Included in the above
Produce Option appraisal	January 2002	Contracts Division/ Finance Division		Included in the above
3 If the case for a partnership as above is not made then:				
3.1 Rationalisation, managing and organisation of the current service		To be agreed if the case for a public/ private partnership is not made		
3.2 Explore ways in which the spare capacity of the Home Care Laundries can be utilised and eliminated		To be agreed if the case for a public/ private partnership is not made		
3.3 Undertake a cost benefit analysis of the purchase of new equipment	Before commitment to additional equipment is	Contracts Division/ Team for Older People	Ensure that all involved are informed of the Cabinet decision	Two staff days within existing resources

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Proposed actions

1. Consistent and equitable charging policy

With the exception of incontinence washes, there are inconsistencies in the interpretation of the charging policy of the two laundries. Aylesbury charges per bag and Wycombe charges per week. The interpretation of the policy should be consistent and the Cabinet steer is towards the current Aylesbury laundry policy. This needs to be implemented quickly because in addition to reducing the budget deficit it would be essential to start a Public/ Private partnership with a consistent policy.

A separate working party led by the Head of Service (Social Care for Older People) is looking at the current charging policy for Adult Social Care. The Adult Social Care Board (ASCB) meets on 12 November 2001 and a steer is expected from that meeting.

2. Explore and appraise Public/ Private partnership

The Contracts Division has sent out a questionnaire to a number of laundry companies within Buckinghamshire, Bedfordshire, Berkshire, Hertfordshire and Oxfordshire to generate interest in the service and requesting expressions of interest. The returns will be analysed in November. Contracts Division will actively promote the proposed partnership and hold discussions with potential contractors to see if a partnership is feasible.

A competitive tendering exercise will follow once we have appraised this market place fully. The contract will include all types of laundry in addition to what is currently undertaken at the Home Care laundries. E.g. dry cleaning, dust mats, roller towels. The contract will be let for a minimum period of five years and will include on-going consultation with Clients as part of monitoring performance/ contract management.

3. If the case for a partnership is not made

An essential part of this will be to explore ways to rationalise the service and increase cost effectiveness.