

MAINTAINING THE SCOTTISH COURTS



Customer / Client

Scottish Court Service.

Project

Taking responsibility for the provision of Soft Services across the entire Scottish Court Service estate.

Challenge

Turner FM has been providing the soft services for the Scottish Court Service since October 2005.

The services include Security, Cleaning, Window Cleaning, Pest Control, Planned and Reactive Grounds Maintenance and all Washroom Services.

The biggest challenge was during the mobilisation phase of the contract where Turner FM had to visit all the sites across Scotland to TUPE all the staff.

Solution

To further enhance the client's standards within their buildings. By doing this we introduced new management systems that had not been in place to ensure the correct level of service was being delivered.

Turner FM dedicated 6 Managers to the contract, which raised the standards of the Scottish Court Service sites. Audits were introduced, cost savings on consumables across the site was a benefit to the courts by way of saving them money on all orders made by the court.

Client Benefit

The result of bringing all the soft services under one contract has produced a number of cost savings to date. This has resulted in the Scottish Court Service being looked upon as an organisation of excellence. The whole ethos of the contract will be reproduced at various District Courts within the Scottish Court Service portfolio.

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