

NORTH LANARKSHIRE COUNCIL
REPORT

To: Education Resources Committee	Subject: Cleaning Contract for Educational Establishments
From: Directors of Environmental Services and Education	
Date: 1 July 1996	
Ref: MM/LA	

Purpose of Report

This report describes the arrangements for the cleaning of educational establishments and the approach to contract monitoring.

Recommendations

The sub-committee is asked;

- (a) to note the contents of this report,
- (b) to request regular reports on the performance of the cleaning contract.

Members wishing further information about this paper should contact:

McKenzie Hutton, Director of Environmental Services, on 01236 751217
 Eric Keenan, Head of Service, Environmental Services Department, on 01236 751217
 Michael O'Neill, Director of Education, on 01236 441478
 Murdo Maciver, Head of Service, Education Department, on 01236 441372

MM/LA
1 July 1996

NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

Cleaning Contract for Education Establishments

Joint Report by Directors of Environmental Services and Education

1 Introduction

- 1.1 This introductory report provides an overview of the building cleaning contract for all educational establishments within North Lanarkshire Council.
- 1.2 The report was jointly compiled by the Education and Environmental Services Departments. It is intended that similar progress reports will be presented to this sub-committee on a regular basis.

2 The Building Cleaning Contract

- 2.1 The existing contract is part of a former Strathclyde Regional Council contract which was won by the in-house bid in competition with private contractors. This is a 3 year contract with an option for a 1 year extension, which is based upon a detailed specification for building cleaning and associated duties. A set of contract conditions and charges to be made by the contractor for duties and services are provided through the contract.
- 2.2 The contract provides cleaning and associated services for educational establishments within North Lanarkshire. Appendix 1 refers. In addition the contract covers Social Work services and general offices in the North Lanarkshire area.
- 2.3 Contract Management

2.3.1 Education Department

The client budget for cleaning is held within the council's education budget. This is managed and monitored through the Head of Provisions/Contract Services.

2.3.2 Environmental Services

The Environmental Services Department provides a joint client/contractor role in the monitoring and performance of the contract requirements. This is subdivided within the department with the Head of Protective Services providing the contract monitoring/quality/control functions and the Head of Direct Services carries out the actual performance of the work as detailed within the contract specifications. All alterations, additions and variations to the contract are checked and verified by Protective Services in liaison with and on behalf of the Head of Provisions/Contracts. Appendices 2 and 3 outline these structures.

- 2.4 Under local government reorganisation, North Lanarkshire Council took over responsibility for all building cleaning and related services from Strathclyde Region and three district authorities plus a part of an adjacent district (Strathkelvin). This currently involves operating three separate contracts of building cleaning, ie Strathclyde, Motherwell, and Monklands. The Direct Services part of Environmental Services having considered workload complexity, geographic spread of properties, size of workforce and contract values have recently reorganised the management of these services within North Lanarkshire into 8 geographic areas. Each area has a manager responsible for the cleaning etc of all buildings within their area. Leisure and Recreation facilities, for example, sport centres, community centres, theatres etc are excluded but the cleaning of offices and libraries are included. The reconfiguration of the former five Strathclyde North Lanarkshire area into an eight area split allows for a better fit of schools clusters.

3 Contract Monitoring

- 3.1 The existing specifications provide details of contract performance monitoring in terms of resource inputs and quality. Independent monitoring under these provisions is carried out on an establishment basis and also by the Client Services Manager section within Environmental Services.
- 3.2 Feedback on quality and performance is also conducted via the Quality Assurance Section of Environmental Services through the use of a standardised Quality Assurance Service Delivery Questionnaire (Appendix 4 refers).
- 3.3 Penalties exist within the contract whereby on occasions where the resources input to individual premises fall short of the specified amount, a rebate is made to the client in compensation. In addition a penalty points system operates for performance failure, ie poor quality. Cumulative penalty points over a 4 weekly period are calculated by the Client Services Manager and where specified thresholds are exceeded, a financial penalty is levied on the contractor.

3.4 Users Survey

During May this year the Quality Manager of Environmental Services issued a service delivery questionnaire to 170 educational establishments throughout North Lanarkshire. This exercise sought to canvas the views of service users with regard to several specific aspects of the cleaning and janitorial systems as currently operated. Appendix 5 refers. The feedback on this exercise is currently being analysed prior to any necessary review of systems and procedures as may be relevant to North Lanarkshire Council. Details of the users analysis will be reported to the sub-committee in due course.

4 Financial Report

Details of the financial charges to the education department are enclosed on the attached Appendix 6.

5 **Retendering Timetable**

Under the Scottish Office programme for retendering a new contract for North Lanarkshire Council's building cleaning contract is required to be awarded by the end of August 1997. The start date for this contract would be 30-120 days from this date (re: S1 1995 No 678 S.55 March 8 1995). The initial preparation and consultation for the tendering process will be started by early August 1996.

6 **Recommendations**

6.1 The sub-committee is asked:

- (a) to note the contents of the report,
- (b) to request regular reports on the performance of the cleaning contract.

MM/LA
1 July 1996

NORTH LANARKSHIRE COUNCIL BUILDING CLEANING CONTRACT

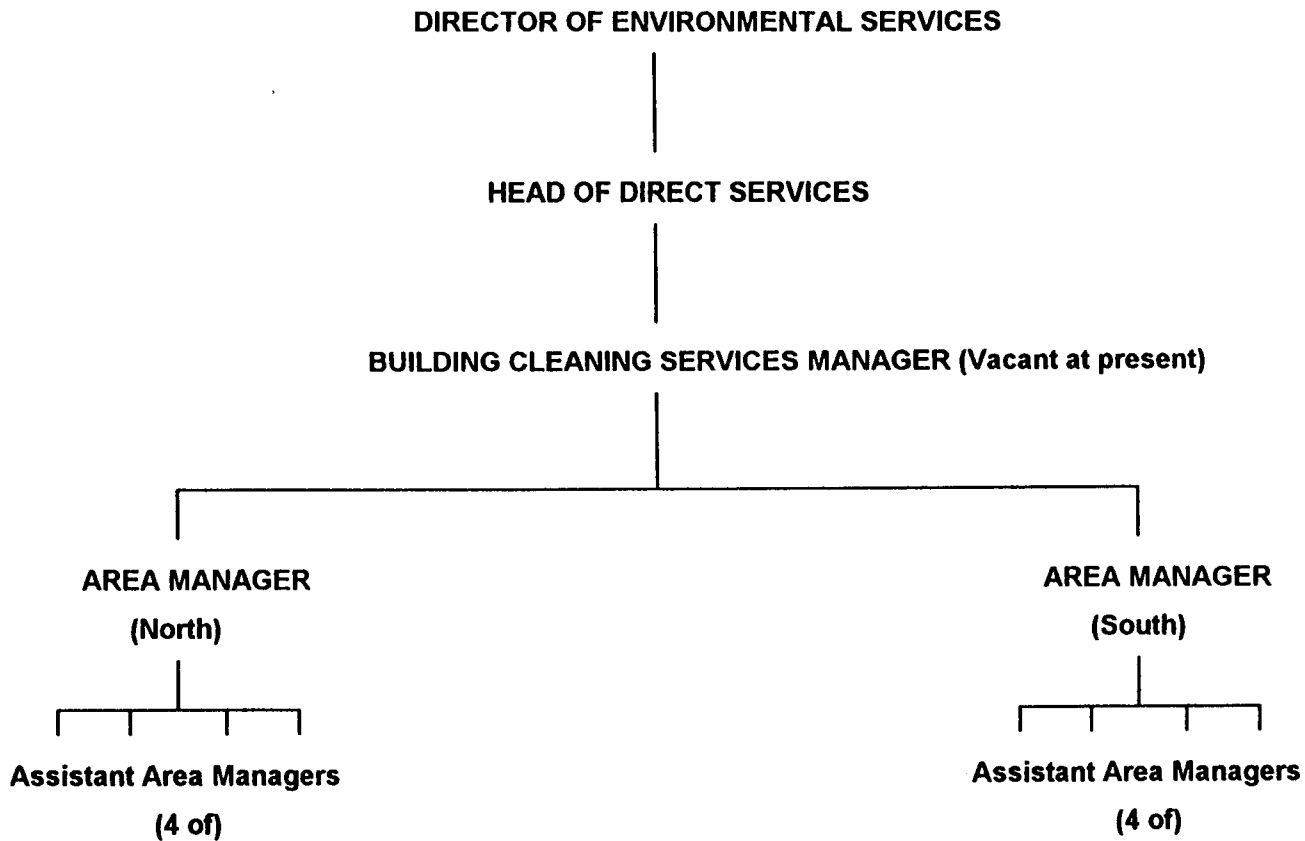
The Building Cleaning Contract provides for services to the following Educational Establishments within the North Lanarkshire area.

- 26 Secondary Schools**
- 134 Primary Schools**
- 10 Special Schools**
- 39 Other Establishments**

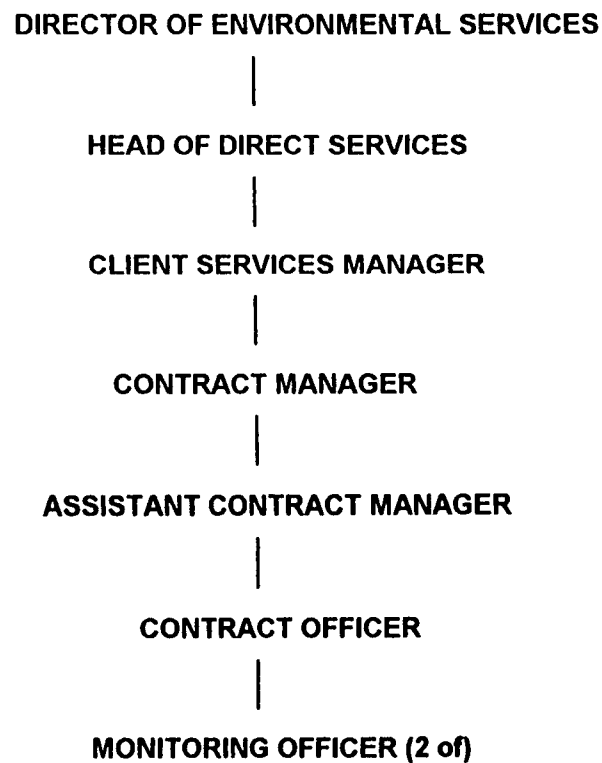
A detailed listing of individual premises and locations can be provided on request to the Head of Direct Services (01236 751217).

ORGANISATION STRUCTURE - NORTH LANARKSHIRE COUNCIL

ENVIRONMENTAL SERVICES - BUILDING CLEANING



ORGANISATION STRUCTURE - NORTH LANARKSHIRE COUNCIL ENVIRONMENTAL SERVICES - BUILDING CLEANING



Note: The above structure covers client functions for all Environmental Services Contracts within North Lanarkshire Council.

**NORTH LANARKSHIRE COUNCIL
ENVIRONMENTAL SERVICES DEPARTMENT
Quality Assurance Section**

Service Delivery Questionnaire Circulation Slip

Date _____

Type of Questionnaire:

- Env. Health Trading Standards
- Building Cleaning
- Commercial Services
- Cleansing/Transport

Area Requiring Investigation

Action Taken

Signature _____ Date _____

Please return this form to the Quality Manager, within one week of receipt.

Quality Assurance Verification _____ Date _____
(Signature)

NORTH LANARKSHIRE COUNCIL

ENVIRONMENTAL SERVICES DEPARTMENT

Building Cleaning and Janitorial Service Delivery Questionnaire

QAF008.1/D

ISSUE: 1

DATE: 22/4/96

For Official Use Only	Reference Number
Name of premises	Address
Type of Service supplied

Are your Service requirements being met? YES NO

Are staff polite and helpful? YES NO

Do you have confidence in the staff delivering the Service? YES NO

In terms of value for money is the Service provided to your satisfaction? YES NO

If you have answered NO to any of the above questions, please give further details

.....

Have you ever requested additional cleaning/janitorial services? YES NO

If you answered YES to the above question were these additional requirements carried out to your satisfaction? YES NO

If you have answered NO, please give details below

.....

Do you feel the standard of Service provided to you in the last year has

- a) Improved b) Deteriorated c) Remained the same

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services. If you would care to discuss any aspect of your reply please contact the Quality Assurance Manager on 01236 441292.

Please return this questionnaire in the envelope provided.

Signature Date

Job Title

EDUCATION EXPENDITURE STATEMENT BUILDING CLEANING SERVICES					
CLASSIFICATION	BID TO P3	TVO TO P3	PVO TO P3	PER TO P3	CHARGED AS PER 3
Secondary School	£378,928.28	£1,026.08	£38,501.54	£39,741.71	£458,197.62
Primary School	£375,289.81	£7,211.00	£1,305.02	£43,934.61	£427,651.44
Special Schools	£20,496.25	£29.15	£130.50	£2,273.56	£22,929.46
Nursery Schools	£5,316.87	£23.32	£261.00	£416.08	£6,017.28
TOTAL	£780,031.22	£8,200.55	£41,198.07	£86,365.96	£914,795.80

- Notes
1. Working days charged = 45
 2. Working days actually worked = 46
 3. TVO for Period 3 not included as information not available at time of producing this summary.
 4. Period 3 = week ending 23 June 1996

key: TVO Temporary Variation Order
 PVO Permanent Variation Order
 PER Periodic Clean