

NORTH LANARKSHIRE COUNCIL
REPORT

To: Education Resources Sub-committee	Subject: Schools Cleaning Contract : Performance Review
From: Directors of Education and Environmental Services	
Date: May 1998	
Ref: MM/RD	

Summary

This report describes the performance of the schools cleaning contract in 1997-98. It also includes a report on progress towards the savings affecting the schools cleaning contract.

Recommendations

The education resources sub-committee is recommended :

- (i) to approve the 1997-89 performance of the schools cleaning contract.
- (ii) to note that the savings in the schools cleaning contract for 1997-98 were achieved.
- (iii) to note progress towards saving proposals for 1998-99
- (iv) to request the submission of regular performance review reports to future sub-committee meetings.

Michael O'Neill

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NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

School Cleaning Contract : Performance Review

**Joint Report by the Directors of Education
and Environmental Services**

1 BACKGROUND

- 1.1 This report is part of the regular monitoring of the performance of the schools cleaning contract. It covers the period April 1997 to March 1998 .

2 FINANCIAL PERFORMANCE

- 2.1 Table 1 below summarises the budget and actual spend from 1 April 1997 to 31 March 1998, period 13.

Table 1 : Financial Performance

	Budget	Actual	Variance
Expenditure	£4,265,820	£4,056,994	£208,826 *

* The inflationary element of the contract included in the budget in 1997-98 was in excess of requirement. The appropriate adjustment has been made in the 1998-99 budget

Both budget and actual figures include the savings implemented in 1997-98

3 QUALITY PERFORMANCE

- 3.1 During the financial year 1997-98 questionnaires were sent to schools within North Lanarkshire to obtain information about the performance of the cleaning contract and the janitorial service provided by the environmental services.
- 3.2 The surveys covering summer periodic clean and the September 1997 to February 1998 period have already been reported to the sub-committee, and are further summarised in 3.3 below :

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3.3 Building Cleaning Quality Summary

The following quality summary is based on a 75% return rate of questionnaire sent out covering the above periods.

- (i) from 71% of questionnaires returned for the summer clean, 94.3 % of heads of establishment were satisfied that all aspects of their cleaning requirements had been met.
- (ii) 94.4% of heads of establishment were satisfied by the timing and standard of the periodic clean
- (iii) 100% of heads of establishment were satisfied by the helpfulness of their cleaning staff and 96% felt that the basic clean met their requirements.
- (iii) a small percentage (3 %) of heads of establishment indicated that staff sickness levels and problems with machinery/materials required attention.

3.4 A further questionnaire has been distributed to cover the period March - May 1998. These will be reported to committee once they have been analysed.

4 SAVINGS IN 1997/98

4.1 As part of 1997-98 budget review process the council approved a reduction of £260,000. The total saving achieved in 1997/98 is £266,000.

4.2 The service reduction were in the following areas:

- * reduction in administrative support
- * review of temporary variation orders
- * reduced cover during holiday and illness periods
- * review of service level agreement for pre-5 and special schools
- * reduction in number of cleaners and janitors - voluntary severance scheme
- * reduction in hours allocated to summer cleans
- * reduced frequency of window cleaning
- * redeployment of day cleaners
- * non-filling of janitorial posts

5.0 PROPOSED 1998-99 SAVINGS

5.1 As part of the 1998-99 budget review, the council agreed a further reduction of £150,000 in the education building cleaning budget. The proposed areas for savings areas follows:

- (i) further reductions in periodic cleans
- (ii) review of hours per site
- (iii) reduction in service cover for absence and holidays

5.2 Once the details are finalised the agreed savings will be reported to the sub-committee.

6 DEVELOPMENT OF BEST VALUE

- 5.1 Environmental services is currently considering the application of Best Value to the building cleaning service within North Lanarkshire. It is anticipated that this will emphasise a continuous improvement philosophy and that the CCT approach, as defined in the 1988 Local Government Act, will not continue.
- 6.2 The initial evaluation of the first phase of North Lanarkshire's Best Value plan will be undertaken by the Scottish Office this autumn. Environmental services has fully embraced the Best Value approach across all aspects and functions of the department and has made commitments to meet the Best Value criteria, including self assessment performance review, continuous improvement and an action plan based on a 3 year service plan for the department. The CCT approach had various benefits and it is anticipated that a formal contractual cleaning service will continue to operate as part of the Best Value approach.
- 6.3 In janitorial services, a formal approach also applies. In this case it is based on a Service Level Agreement rather than a CCT type contract. A comprehensive study is proposed and this may lead to changes in the existing SLA of the janitorial role within educational establishments. A current position statement report which embodies Best Value principles is being completed by environmental services.
- 6.4 The department will also be conducting a feasibility study into the benefits of adopting the EFQM (European Foundation Quality Model) business excellence approach to the delivery of services such as building cleaning, janitorial services, transport and cleansing.

7 RECOMMENDATIONS

- 7.1 The education resources sub-committee is recommended:
- (i) to approve the 1997-89 performance of the schools cleaning contract.
 - (ii) to note that the savings in the schools cleaning contract for 1997-98 were achieved.
 - (iii) to note progress towards saving proposals for 1998-99
 - (iv) to request the submission of regular performance review reports to future sub-committee meetings.

Michael J. Neill