

AGENDA ITEM No.**4**.....

NORTH LANARKSHIRE COUNCIL

REPORT

To : Education Resources Sub-Committee	Subject : School Janitorial Service Level Agreement : Performance Review
From : Director of Education & Director of Community Services	
Date : 04 April 2000	
Ref: MM/AS	

Summary

This report describes the performance of the school janitorial service level agreement from 1 April 1999 to 27 February 2000.

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school janitorial service level agreement.
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.

Chesterne Pollock

Members wishing further information about this report should contact

Michael O'Neill, Director of Education, on 01236 812337, or
 Murdo Maciver, Head of Service, on 01236 812269
 Paul Jukes, Director of Community Services, on 0141 304 1931 or
 Kenneth Wilson, Head of Cleaning and Related Services, on 0141 304 1909

NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

School Janitorial Service Level Agreement - Performance Review

Joint Report by the Director of Education & Director of Community Services

1 Background

1.1 This performance review report is based on the period April 1999 to February 2000.

2. Background

2.1 The budget and actual performance to February 2000 is outlined in Table 1.

Table 1 : Budget analysis based on information held by Community Services

Classification	BUDGET P1 - P12	ACTUAL P1 - P12	VARIANCE P1 - P12
Pre - five Centres	£150,680	£154,891	(£4,211)
Primary Schools	£2,479,883	£2,434,660	£45,223
Secondary Schools	£1,367,402	£1,329,320	£38,082
Special Schools	£162,027	£160,255	£1,773
Resource Centres	£7,888	£10,915	(£3,027)
Psychological Services	£15,215	£14,635	£580
General	£25,393	£59,912	(£34,519)
Total	£4,208,488	£4,164,588	£43,901

3. Quality Performance

3.1 The result of the fourth service delivery questionnaire for 1999/2000 is detailed in tables 2-4. A further breakdown is included in Appendix 1.

3.2 The results are based on a return of 152 questionnaires by the due date from the 188 questionnaires issued to Head Teachers. Overall the level of satisfaction with the service among those making a return is very high (93%).

3.3 Where comments are received, investigations are carried out and action taken to resolve the issues. Details of these are included in Appendix 2.

Table 2 : Comment on Service Standard

	Excellent	Good	Adequate	Poor
Is the standard of the janitorial service	75	57	16	2

Table 3 : Comment of Relative Performance

	Improved	Deteriorated	Remained the same
Do you feel the standard of service provided has	13	57	131

Table 4 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful ?	145	3
Has the janitor effectively monitored the cleaning function ?	143	2
Have all aspects of the Janitorial remit been met in this period ?	138	6
Is the standard of the Janitorial service meeting your requirements ?	141	6
Are there sufficient resources to deliver the service ?	134	10

4 Development of Best Value

- 4.1 Community Services is participating in a benchmarking group with local authorities to identify performance indicators that provide a base to measure the effectiveness of the janitorial service in terms of both quality and quantity. This forms part of the ongoing service review and the drive towards continuous improvement.
- 4.2 An assessment of the benefits of adopting the EFQM (European Foundation Quality Model) business excellence approach to the delivery of services is being undertaken by the department.

5 **Recommendations**

The education resources sub-committee is recommended to :

- (1) note the performance of the school janitorial service level agreement for the period April 1999 to February 2000.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

MM/AS
04 April 2000

APPENDIX 1

PRIMARY SCHOOLS

Number of Questionnaires - 132
 Number of Questionnaires returned - 109

Table 1 : Comment on Service Standard

	Excellent	Good	Adequate	Poor
Is the standard of the janitorial service	55	40	12	0

Table 2 : Comment on Relative Performance

	Improved	Deteriorated	Remained the same
Do you feel the standard of service provided has	10	0	95

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful ?	105	1
Has the janitor effectively monitored the cleaning function ?	103	0
Have all aspects of the Janitorial remit been met in this period ?	103	0
Is the standard of the Janitorial service meeting your requirements ?	104	1
Are there sufficient resources to deliver the service ?	98	4

APPENDIX 1**SECONDARY SCHOOLS**

Number of Questionnaires - 26
 Number of Questionnaires returned - 20

Table 1 : Comment on Service Standard

	Excellent	Good	Adequate	Poor
Is the standard of the janitorial service	8	9	2	1

Table 2 : Comment on Relative Performance

	Improved	Deteriorated	Remained the same
Do you feel the standard of service provided has	1	2	17

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful ?	19	0
Has the janitor effectively monitored the cleaning function ?	19	1
Have all aspects of the Janitorial remit been met in this period ?	16	4
Is the standard of the Janitorial service meeting your requirements ?	18	1
Are there sufficient resources to deliver the service ?	16	3

APPENDIX 1**SPECIAL SCHOOLS**

Number of Questionnaires	-	11
Number of Questionnaires returned	-	10

Table 1 : Comment on Service Standard

	Excellent	Good	Adequate	Poor
Is the standard of the janitorial service	8	2	0	0

Table 2 : Comment on Relative Performance

	Improved	Deteriorated	Remained the same
Do you feel the standard of service provided has	0	0	9

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful ?	10	0
Has the janitor effectively monitored the cleaning function ?	10	0
Have all aspects of the Janitorial remit been met in this period ?	10	0
Is the standard of the Janitorial service meeting your requirements ?	10	0
Are there sufficient resources to deliver the service ?	9	1

APPENDIX 1**PRE-5 ESTABLISHMENTS**

Number of Questionnaires - 19
 Number of Questionnaires returned - 13

Table 1 : Comment on Service Standard

	Excellent	Good	Adequate	Poor
Is the standard of the janitorial service	4	6	2	1

Table 2 : Comment on Relative Performance

	Improved	Deteriorated	Remained the same
Do you feel the standard of service provided has	2	1	10

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful ?	11	2
Has the janitor effectively monitored the cleaning function ?	11	1
Have all aspects of the Janitorial remit been met in this period ?	9	2
Is the standard of the Janitorial service meeting your requirements ?	9	4
Are there sufficient resources to deliver the service ?	11	2

**NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT**
Janitorial Service Delivery Questionnaire

QAF008/D2

59

Issue: 3

Date: 17.2.00

Appendix 2-1

~~St. Andrew's Primary School~~
~~Main Street~~
~~Coatbridge~~
~~ML5 3RS~~

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENT DEPARTMENT
PROTECTIVE SERVICES DIVISION
CENTRAL AREA OFFICE

17 MAR 2000

If you have answered NO to any of the above questions or have any further comments, please detail below

1) During the period my janitor was absent until 14:20 and we had a total of 10 supply janitors. One of them was taken from the school at very short notice and without informing me. This is a difficult building to manage and a lot of time has wasted instructing janitors on procedures.

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature Alex M. Campbell
Job Title H.T.

Date 13.3.00

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2
Issue: 3
Date: 17.2.00

2-2

To: [Redacted]
D: [Redacted]
C: [Redacted]
M: [Redacted]

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

MR. WICKIE HAS MADE AN EXCELLENT START
IN HIS ROLE AS JANITOR

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENT DEPARTMENT
PROTECTIVE SERVICES DIVISION
CENTRAL AREA OFFICE

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature S. Williams
Job Title H.T.

Date 13/3/00

22 MAR 2000

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT

Janitorial Service Delivery Questionnaire

QAF008/D2

Issue: 3

Date: 17.2.00

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[Redacted]

2-3

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

Concern over the possibility of reducing hours. At present over 3rd janitor. *Planning and Environmental Protection Services Dept*

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENTAL PROTECTION SERVICES DEPARTMENT
CENTRAL AREA OFFICE

20 MAR 2000

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature *[Redacted]*

Date 14-03-00

Job Title Head Teacher

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2
Issue: 2
Date: 17.1.00

2-4

RECEIVED 13 MAR 2000

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01235 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

I am concerned about janitors being removed for cover and as such the remit is difficult to maintain. A pool of trainee janitors should be employed.

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature *[Redacted]*
Job Title *Recto*

Date *23/3/00*
CENTRAL AREA OFFICE
27 MAR 2000

NORTH LANARKSHIRE COUNCIL COMMUNITY SERVICES DEPARTMENT

Janitorial Service Delivery Questionnaire

QAF008/D2

Issue: 3

Date: 17.2.00

2-5

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

The janitors have worked extremely hard, in company with the cleaning staff, to improve our school environment.

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENTAL DEPARTMENT
PROTECTIVE SERVICES DIVISION
CENTRAL AREA OFFICE

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature 

Date 17/3/00

Job Title Acting Deputy Head

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2
Issue: 3
Date: 17.2.00

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2-6

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENT DEPARTMENT
PROTECTIVE SERVICES DIVISION
CENTRAL AREA OFFICE

22 MAR 2000

If you have answered NO to any of the above questions or have any further comments, please detail below

CONSTANT SHORT-TERM REMOVAL OF A JANITOR CREATES PROBLEMS...
UNHAPPY WITH RECENT ALLOCATION OF HEAD JANITOR TO 3 CONSECUTIVE
WEEKS OF NIGHT SHIFT, LEAVING ONLY 2 DAYTIME JANITORS

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature ~~_____~~
Job Title Head Teacher

Date 20/3/00

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2

65

Issue: 3

Date: 17.2.00

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2-7

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? *Dont know* YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

The time of the service ^{16 MAR 2000} do not meet the needs of our busiest times or our security needs - I intend to discuss this with our Cmk

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Manager

Please return this questionnaire in the envelope provided.

Signature *[Signature]*
Job Title *Head*

Date *4/3/00*

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Building Cleaning Service Delivery Questionnaire

QAF008/D1

Issue: 3

Date: 17.2.00

13 MAR 2000

2-6

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 29.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

1) Is the standard of the basic clean meeting your requirements? YES NO

2) Is the Standard of cleaning? Excellent Good Adequate Poor

3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same

4) Are the cleaning staff polite and helpful? YES NO

5) Are there sufficient resources to deliver the service? YES NO

6) How many entries have been made in the Site Diary during the period regarding service shortfalls?

7) Have you requested any additional cleaning in the last three months? YES NO

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


9) Have you met the Area Manager during the period? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

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.....
.....

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature 

Date 13/03/00

copy to S. Patrick

Job Title D.S.

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2 67

Issue: 3

Date: 17.2.00

COMMUNITY SERVICES DEPARTMENT
CENTRAL AREA OFFICE

Abraham's Nursery School
[Redacted]
[Redacted]
[Redacted]

15 MAR 2000

2-9

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

5) There was not enough money in the fund to cover requirements, with the result that we were questioned about overspend when we wanted things such as binbags and light bulbs.

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature [Redacted]

Date 11.3.00

Job Title Head Teacher

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Janitorial Service Delivery Questionnaire

QAF008/D2

Issue: 3

Date: 17.2.00

2-10

To allow an assessment of the quality of service delivered during the period from 01.12.99 to 29.02.00 it is essential that the completed questionnaire is returned to Anne Glen, Quality Projects Manager, Community Services, 453 Main Street, Coatbridge, ML5 3RS by 20.03.00. Should you have any queries regarding this questionnaire please contact Anne on 01236 812461

- 1) Is the standard of the janitorial service meeting your requirements? YES NO
- 2) Is the standard of the janitorial service? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the janitorial staff polite and helpful? YES NO
- 5) Are there sufficient resources to deliver the service? YES NO
- 6) Have all aspects of the janitorial remit been met in this period? YES NO
- 7) Has the Janitor effectively monitored the Cleaning functions? YES NO

NORTH LANARKSHIRE COUNCIL
PLANNING AND ENVIRONMENT
PROTECTIVE SERVICES DIVISION
CENTRAL AREA OFFICE

17 MAR 2000

If you have answered NO to any of the above questions or have any further comments, please detail below

The shared janitorial provision does not cater for the fire provision
The flexibility of our service is not recognised. Apart from
doors being closed and closed janitorial services are non-existent.

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

Signature *[Signature]*

Date 14/3/2000

Job Title Head of Centre