

REPORT

To : Education Resources Sub-Committee	Subject : School Cleaning Contract Performance Review
From : Director of Education & Director of Community Services	
Date : 08 August 2000	
Ref: MM/KW	

Summary

This report describes the performance of the school cleaning contract from 1 April 1999 to 31 March 2000. It also includes a progress report on the performance of the contract from 1 April 2000 to 25 June 2000.

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school cleaning contract for the period 1 April 1999 to 31 March 2000.
- (b) note the performance of the school cleaning contract for the period 1 April 2000 to 25 June 2000.
- (c) request the submission of regular performance review reports to future meetings of the sub-committee.

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Members wishing further information about this report should contact

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NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

School Cleaning Contract - 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 periods 1 April 1999 to 31 March 2000 and 1 April 2000 to 25 June 2000.

2 Financial Performance

2.1 Expenditure 1999/2000

Table 1 below shows the recharges to the education department between 1 April 1999 and 31 March 2000.

Table 1 : Budget analysis 1999/2000

Classification	BUDGET Period 1 -13	ACTUAL Period 1 - 13	VARIANCE Period 1 - 13
Pre-five Centres	£40,223	£45,033	(£4,810)
Primary Schools	£1,917,754	£1,930,472	(£12,718)
Secondary Schools	£2,013,806	£1,994,548	£19,258
Special Schools	£100,415	£112,874	(£12,459)
Psychological Services	£9,645	£9,251	£394
Total	£4,081,843	£4,092,178	(£10,335)

2.2 Expenditure 2000/2001

Table 2 : Budget analysis

Classification	BUDGET Period 1 - 3	ACTUAL Period 1 - 3	VARIANCE Period 1 - 3
Pre-five Centres	£31,691	£14,370	£17,321
Primary Schools	£421,088	£422,720	(£1,632)
Secondary Schools	£426,837	£432,247	(£5,410)
Special Schools	£25,298	£25,072	£226
Psychological Services	£1,770	£1,749	£21
Total	£906,684	£896,158	£10,526

- 2.3 The annual savings of £43,000 from day cleaning in secondary schools should be achieved in this financial year.

3 Quality Performance

- 3.1 The result of the service delivery questionnaire for 1 March to 31 May 2000 is detailed in Tables 3 - 5. A further breakdown of primary, secondary, special and nursery schools are included in Appendix 1-4.

- 3.2 The results are based on a return of 145 questionnaires by the due date from the 189 questionnaires issued to headteachers. Overall the level of satisfaction with the service among those making a return is very high (89%).

- 3.3 Where comments are received, investigations are carried out and action taken to resolve the issues.

Table 3 : Comment on Service Standard

Is the Standard of Cleaning *	Excellent	Good	Adequate	Poor
	47	75	18	4

* 1 establishment did not answer this question

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has *	Improved	Deteriorated	Remained the Same
	5	14	125

* 1 establishment did not answer this question

Table 5 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful ?	143	0
Is the standard of the basic cleaning meeting your requirements ?	129	13
Have you requested any additional cleaning in the last three months ?	48	89
If you answered YES to the above question, were these additional requirements carried out to your satisfaction ?	44	3
Have you met the Area Manager within the last three months ?	103	33
Are there sufficient resources to deliver the service ?	115	21

* Not all establishments answered every question

4. **Development of Best Value**

- 4.1 The DSO is participating in the ADLO Performance Network for building cleaning to compare data with other local authorities on performance indicators that provide a base to measure the effectiveness. This forms part of the building cleaning service review and the drive towards continuous improvement.
- 4.2 An analysis technique (Servqual) is being used in August / September to survey headteachers to identify the gap between their expectations and perceptions of the cleaning service. This will be used to identify and address areas of service weakness.
- 4.3 A staff survey is planned for September / October 2000 and the results will be considered in conjunction with the servqual analysis.
- 4.4 An EFQM (European Foundation Quality Model) self-assessment will be carried out in October 2000 following the initial awareness sessions conducted in May.

5. **Recommendations**

The education resources sub-committee is recommended to :

- (1) note the performance of the school cleaning contract for the period 1 April 1999 to 31 March 2000.
- (2) note the performance of the school cleaning contract for the period 1 April 1999 to 25 June 2000.
- (3) request the submission of regular performance review reports to future meetings of the sub-committee.

PRIMARY SCHOOLS

Number of Questionnaires - 133
 Number of Questionnaires returned - 104

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	35	56	13	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	4	6	94

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful ?	104	0
Is the standard of the basic clean meeting your requirements ?	98	5
Have you requested and additional cleaning in the last three months ?	30	67
If you answered YES to the above question were these additional requirements carried out to your satisfaction ?	30	0
Have you met the Area Manager within the last three months ?	70	28
Are there sufficient resources to deliver the service ?	91	10

APPENDIX 2**SECONDARY SCHOOLS**

Number of Questionnaires - 26
 Number of Questionnaires returned - 19

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	3	9	4	3

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	0	6	13

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful ?	19	0
Is the standard of the basic clean meeting your requirements ?	13	6
Have you requested and additional cleaning in the last three months ?	13	6
If you answered YES to the above question were these additional requirements carried out to your satisfaction ?	11	1
Have you met the Area Manager within the last three months ?	16	3
Are there sufficient resources to deliver the service ?	10	8

SPECIAL SCHOOLS

Number of Questionnaires - 11
 Number of Questionnaires returned - 8

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	5	3	0	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has *	Improved	Deteriorated	Remained the Same
	0	0	7

* 1 establishment did not answer this question

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful ?	8	0
Is the standard of the basic clean meeting your requirements ?	8	0
Have you requested and additional cleaning in the last three months ?	1	7
If you answered YES to the above question were these additional requirements carried out to your satisfaction ?	1	0
Have you met the Area Manager within the last three months ?	7	1
Are there sufficient resources to deliver the service ?	6	0

NURSERY SCHOOLS

Number of Questionnaires - 19
 Number of Questionnaires returned - 14

Table 1 : Comment on Service Standard

Is the Standard of Cleaning *	Excellent	Good	Adequate	Poor
	4	7	1	1

* 1 establishment did not answer this question

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	1	2	11

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful ?	12	0
Is the standard of the basic clean meeting your requirements ?	10	2
Have you requested and additional cleaning in the last three months ?	4	9
If you answered YES to the above question were these additional requirements carried out to your satisfaction ?	2	2
Have you met the Area Manager within the last three months ?	10	1
Are there sufficient resources to deliver the service ?	8	3