

NORTH LANARKSHIRE COUNCIL

REPORT

To : Education (Resources) Sub-Committee	Subject : School Cleaning Contract Performance Review 2000-2001
From : Director of Education	
Date : 04 May 2001	
Ref : MM/GP/AS	

Summary

This report describes the performance of the school cleaning contract from 1 April 2000 to 4 March 2001.

Recommendations

The education (resources) sub-committee is recommended to:

- (a) approve the report on the performance of the school cleaning contract for 1 April 2000 to 4 March 2001
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.

Michael O'Neill

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 The education resources sub-committee has called for regular reports on the performance of school contracts. This report is part of that process and covers the period April 2000 to March 2001.

2. Financial Performance

2.1 Expenditure 2000/2001

Table 1 below shows the recharges to the education department between 1 April 2000 and 4 March 2001.

Table 1 : Budget Analysis

Classification	BUDGET Period 1 - 12	ACTUAL Period 1 - 12	VARIANCE Period 1 - 12
Pre-five Centres	£130,282	£66,040	£64,242
Primary Schools	£1,821,818	£1,811,555	£10,263
Secondary Schools	£1,850,257	£1,870,383	(£20,126)
Special Schools	£109,410	£108,756	£654
Psychological Services	£7,080	£7,679	(£599)
Total	£3,918,847	£3,864,413	£54,434

2.2 The explanation for the variances from the projected budget expenditure are as follows:

- (1) the implementation of the cleaning initiative for early years was delayed due to difficulties with recruitment and the expansion of nursery provision. This resulted in a saving.
- (2) the amalgamation of primary schools in Cumbernauld has resulted in a saving. This saving will be reinvested in school refurbishment in the area.
- (2) additional cleaning requests, for example, associated with networking and other building works has totalled £39,692. This has caused an overall overspend in secondary schools for the year to date.

2.3 The annual savings of £43,000 from day cleaning in high schools is on target at Period 12.

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for the period from 1 December 2000 to 28 February 2001 is detailed in Tables 2 – 4. A further breakdown is included in Appendices 1 – 4.
- 3.2 The results are based on a return of 147 from the 186 questionnaires issued to heads. Overall the level of satisfaction with the service among those making a return is very high (92%).
- 3.3 Where comments are received, investigations are carried out and action taken to resolve the issues.

Table 2 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	34 (23.1%)	84 (57.1%)	26 (17.7%)	3 (2.1%)

Table 3 : Comment on Relative Performance

Do you feel the standard of the service provided to you has *	Improved	Deteriorated	Remained the same
	10 (6.8%)	10 (6.8%)	126 (85.7%)

- 1 premise did not answer this question

Table 4 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	147	0
Is the standard of the basic clean meeting your requirements?	134	12
Have you requested any additional cleaning in the last three months?	59	85
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	59	0
Have you met the cleaning Area Manager within the last three months?	103	36

4. Development of Best Value

- 4.1 The Best Value Service Review for Building Cleaning has been completed and reported to the Community Services Committee in March 2001.
- 4.2 A Service Review Improvement Action Plan has been drawn up for the service.

5. **Recommendations**

The education resources sub-committee is recommended to :

- (1) note the performance of the school cleaning contract for the period 1 April 2000 to 4 March 2001.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

Michael O'Neill

MM/GP/AS
04 May 2001

PRIMARY SCHOOLS

Number Of Questionnaires - 130

Number of Questionnaires Returned - 104

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	23 (22.1%)	62 (59.6%)	19 (18.3%)	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	4 (3.8%)	5 (4.8%)	95 (91.4%)

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?	101	3
Have you requested any additional cleaning in the last three months?	43	61
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	43	0
Have you met the Cleaning Area Manager within the last three months?	70	31

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number of Questionnaires Returned - 18

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	2 (11.1%)	8 (44.5%)	6 (33.3%)	2 (11.1%)

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	2 (11.1%)	5 (27.8%)	10 (55.6%)

* 1 premise did not answer this question

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	18	0
Is the standard of the basic clean meeting your requirements?	9	8
Have you requested any additional cleaning in the last three months?	13	4
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	13	0
Have you met the Cleaning Area Manager within the last three months?	16	1

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 10

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	6 (60%)	4 (40%)	0	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	3 (30%)	0	7 (70%)

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	10	0
Is the standard of the basic clean meeting your requirements?	10	0
Have you requested any additional cleaning in the last three months?	0	9
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	0	0
Have you met the Cleaning Area Manager within the last three months?	7	2

NURSERY SCHOOLS

Number Of Questionnaires - 19

Number Of Questionnaires Returned - 15

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	3 (20%)	10 (66.6%)	1 (6.7%)	1 (6.7%)

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	1 (6.7%)	0	14 (93.3%)

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	15	0
Is the standard of the basic clean meeting your requirements?	14	1
Have you requested any additional cleaning in the last three months?	3	11
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	3	0
Have you met the Cleaning Area Manager within the last three months?	10	2