

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education Resources Sub-Committee	Subject: School Janitorial Service Performance Review
From: Director of Education & Director of Community Services	
Date: 27 April 2001	
Ref: GP/MM/NM	

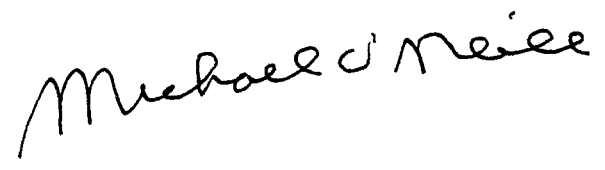
Summary

This report describes the performance of the school janitorial service in 2000 - 2001.

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school janitorial service in 2000 - 2001.
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.



Members wishing further information about this report should contact:

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NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

School Janitorial Service - 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 the process and covers the period April 2000 – March 2001.

2. Financial Performance

2.1 The financial performance of the janitorial contract from April 2000 – February 2001 is detailed in Table 1.

Table 1 : Budget analysis

Classification	BUDGET Period 1 – 12	ACTUAL Period 1 -12	VARIANCE Period 1 – 12
Pre-five Centres	£157,699	£157,895	(£196)
Primary Schools	£2,497,631	£2,471,888	£25,743
Secondary Schools	£1,456,226	£1,390,589	£65,637
Special Schools	£181,088	£165,124	£15,964
Resource Centre	£13,593	£12,093	£1,500
Psychological Services	£14,663	£14,388	£275
General	£67,259	£95,594	(£28,335)
Savings	(£33,231)	(£33,231)	0
Total	£4,354,928	£4,274,340	£80,588

2.2 The overspend of £ 28,335 under general relates to additional hours worked by janitorial staff for building works such as the schools networking contract. The annual savings of £36,000 are on target at Period 12. These savings have been achieved through the introduction of a new 38 hour contract for all janitorial staff recruited from 1st April 2000.

3. Quality Performance

3.1 The result of the service delivery questionnaire for 1 December 2000 to 28 February 2001 is detailed in tables 2 - 4. A further breakdown for each sector is included in Appendix 1.

3.2 The results are based on a return of 151 from the 186 questionnaires issued to head teachers. Overall, the level of satisfaction with the service is very high (95%)

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 the janitorial service	Excellent	Good	Adequate	Poor	Total
	73	59	16	3	151
	(48.3%)	(39.1%)	(10.6%)	(2.0%)	100%

Table 3 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same	Total
	13	4	134	151
	(8.6%)	(2.7%)	(88.7%)	100%

Table 4 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the janitorial staff polite and helpful?	148	0
Has the janitor effectively monitored the cleaning functions?	143	1
Have all aspects of the janitorial remit been met in this period?	140	7
Is the standard of the janitorial service meeting your requirements?	144	7

4. Development of Best Value

- 4.1 The Best Value Service Review for Janitorial Services 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:

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

PRIMARY SCHOOLS

Number Of Questionnaires - 130

Number Of Questionnaires Returned - 107

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor	Total
	57	37	12	1	107
	(53.3%)	(34.6%)	(11.2%)	(0.9%)	100%

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same	Total
	10	2	95	107
	(9.3%)	(1.9%)	(88.8%)	100%

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the janitorial staff polite and helpful?	105	0
Has the janitor effectively monitored the cleaning functions?	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?	105	2

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number Of Questionnaires Returned - 18

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor	Total
	6	9	2	1	18
	(33.3%)	(50.0%)	(11.1%)	(5.6%)	100%

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has	Improved	Deteriorated	Remained the Same	Total
	2	1	15	18
	(11.1%)	(5.6%)	(83.3%)	100%

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the janitorial staff polite and helpful?	18	0
Has the janitor effectively monitored the cleaning functions?	16	1
Have all aspects of the janitorial remit been met in this period?	14	4
Is the standard of the janitorial service meeting your requirements?	16	2

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 10

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor	Total
	7	3	0	0	10
	(70.0%)	(30.0%)			100%

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has	Improved	Deteriorated	Remained the Same	Total
	0	0	10	10
			(100%)	100%

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 functions?	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

NURSERY SCHOOLS/CENTRES

Number Of Questionnaires - 19

Number Of Questionnaires Returned - 16

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor	Total
	3	10	2	1	16
	(18.8%)	(62.5%)	(12.5%)	(6.2%)	100%

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has	Improved	Deteriorated	Remained the Same	Total
	1	1	14	16
				100%

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the janitorial staff polite and helpful?	15	0
Has the janitor effectively monitored the Cleaning functions?	14	0
Have all aspects of the janitorial remit been met in this period?	11	2
Is the standard of the janitorial service meeting your requirements?	13	3