

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION RESOURCES SUB-COMMITTEE	Subject: SCHOOL CLEANING CONTRACT: PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES	
Date: 20 September 2001	Ref: MM/KW

Summary

This report describes the performance of the school cleaning contract from 1 April 2001 to 17 August 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 2001 to 17 August 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. Introduction

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 from 1 April 2001 to 17 August 2001.

2. Considerations

(a) Financial Performance

Table 1: Budget Analysis

Classification	BUDGET Period 1 – 5	ACTUAL Period 1 - 5	VARIANCE Period 1 – 5
Pre-five Centres	£65,679	£35,104	£30,576
Primary Schools	£703,906	£745,591	(£41,684)
Secondary Schools	£733,687	£700,676	£33,012
Special Schools	£43,473	£45,101	(£1,628)
Psychological Services	£3,963	£3,893	£70
Total	£1,550,709	£1,530,364	£20,345

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

- (i) The implementation of the cleaning initiative for early years has suffered delays resulting in a saving. However the underspend requires further investigation to address allocation of costs to primary and special schools.
- (ii) Additional cleaning requests, for example, associated with networking and other building works will be recharged to the contracts.
- (iii) Delays in expanding the day cleaning pilot in secondary schools has resulted in an underspend.

(b) Quality Performance

- (i) The result of the service delivery questionnaire for the period from 1 June 2001 to 31 August 2001 (Periodic Clean) is detailed in Tables 2-3. A further breakdown is included in Appendices 1 - 4.
- (ii) The results are based on a return of 141 questionnaires from the 186 questionnaires issued. Overall the level of satisfaction with the service among those making a return is very high (88%).
- (iii) 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 Periodic Cleaning	Excellent	Good	Adequate	Poor
	43	68	22	4

- 4 premises did not answer this question

Table 3 : Comment on Building Cleaning Service Delivery for Periodic Clean

QUESTIONS	YES	NO
Are there any other tasks that you would like included in the periodic clean?	30	88
Was the timing of the summer periodic clean suitable to your establishment?	115	20
Where all wall and floor surfaces cleaned to your satisfaction?	126	8
Where all toilet areas thoroughly cleaned throughout?	131	4

- A number of premises did not answer all questions.

3. Recommendations

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

- (1) approve the report on the performance of the school cleaning contract for the period 1 April 2001 to 17 August 2001.
- (2) 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 - 111

Table 1 : Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	37	48	19	4

- 3 premises did not answer this question

Table 2 : Comment on Building Cleaning Service Delivery for Periodic Clean

QUESTIONS	YES	NO
Are there any other tasks that you would like included in the periodic clean?	26	68
Was the timing of the summer periodic clean suitable to your establishment?	91	15
Where all wall and floor surfaces cleaned to your satisfaction?	101	5
Where all toilet areas thoroughly cleaned throughout?	105	3

- A number of premises did not answer all questions.

APPENDIX 2

SECONDARY SCHOOLS

Number of Questionnaires - 26

Number of Questionnaires Returned - 17

Table 1 : Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	4	12	1	0

Table 2 : Comment on Building Cleaning Service Delivery for Periodic Clean

QUESTIONS	YES	NO
Are there any other tasks that you would like included in the periodic clean?	2	12
Was the timing of the summer periodic clean suitable to your establishment?	15	2
Where all wall and floor surfaces cleaned to your satisfaction?	16	1
Where all toilet areas thoroughly cleaned throughout?	16	0

- A number of premises did not answer all questions.

APPENDIX 3

SPECIAL SCHOOLS

Number of Questionnaires - 11

Number of Questionnaires Returned - 8

Table 1 : Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	2	5	0	0

- 1 premise did not answer this question

Table 2 : Comment on Building Cleaning Service Delivery for Periodic Clean

QUESTIONS	YES	NO
Are there any other tasks that you would like included in the periodic clean?	1	5
Was the timing of the summer periodic clean suitable to your establishment?	5	2
Where all wall and floor surfaces cleaned to your satisfaction?	6	0
Where all toilet areas thoroughly cleaned throughout?	6	0

- A number of premises did not answer all questions.

PRE- FIVE CENTRES

Number of Questionnaires - 19

Number of Questionnaires Returned - 12 (Only 5 premises were applicable for the Periodic Clean)

Table 1 : Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	0	3	2	0

Table 2 : Comment on Building Cleaning Service Delivery for Periodic Clean

QUESTIONS	YES	NO
Are there any other tasks that you would like included in the periodic clean?	1	3
Was the timing of the summer periodic clean suitable to your establishment?	4	1
Where all wall and floor surfaces cleaned to your satisfaction?	3	2
Where all toilet areas thoroughly cleaned throughout?	4	1

- A number of premises did not answer all questions.