

REPORT

To: EDUCATION RESOURCES SUB-COMMITTEE		Subject: SCHOOL CLEANING CONTRACT PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES		
Date: 31 JANUARY 2003	Ref: KW/MM	

Summary

This report describes the performance of the school cleaning contract from 1 April 2002 to 3 January 2003.

Recommendations

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

- (a) approve the report on the performance of the school cleaning contract for 1 April 2002 to 3 January 2003.
- (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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Paul Jukes, Director of Community Services, on 0141 304 1931 or
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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 from 1 April 2002 to 3 January 2003.

2. Financial Performance

2.1 The financial performance of the school cleaning contract for 1 April 2002 to 3 January 2003 is detailed in Table 1.

Table 1: Budget Analysis Period 1- 10

Classification	BUDGET Period 1 - 10	ACTUAL Period 1 - 10	VARIANCE Period 1 - 10
Cleaning Services	£3,744,633	£3,765,347	(£20,714)

2.2 The explanation for the variances from the projected budget expenditure year to date are as follows:-

- Additional cleaning requests for example, associated with building works has caused an overspend in primary and secondary schools

2.3 Table 2 : Outturn 2002 / 2003

Classification	Annual Budget	Forecast Outturn	VARIANCE
Cleaning Services	£4,723,709	£4,744,235	(£20,506)

3. Quality Performance

3.1 The result of the service delivery questionnaire for the period from 1 September 2002 to 30 November 2002 is detailed in Tables 3 - 5. A further breakdown is included in Appendices 1 - 4.

3.2 The results are based on a return of 141 questionnaires from the 186 questionnaires issued to head teachers. Overall the level of satisfaction with the service among those making a return is very high (96%).

3.3 Where negative comments received, investigations were carried out and appropriate action taken to resolve the issues.

Table 3 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	34	89	14	2

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	7	7	126

Table 5 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	138	1
Is the standard of the basic clean meeting your requirements?	136	4
Have you requested any additional cleaning in the last three months?	46	95
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	45	1
Have you met the Area Manager within the last three months?	91	39

4. 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 2002 to 2 January 2003.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

APPENDIX 1

PRIMARY SCHOOLS

Number Of Questionnaires - 130

Number of Questionnaires Returned - 102

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	27	63	10	2

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	4	3	95

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	100	1
Is the standard of the basic clean meeting your requirements?	99	3
Have you requested any additional cleaning in the last three months?	35	64
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	34	1
Have you met the Area Manager within the last three months?	65	30

APPENDIX 2

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number of Questionnaires Returned - 17

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	2	12	3	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	2	2	13

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	17	0
Is the standard of the basic clean meeting your requirements?	16	1
Have you requested any additional cleaning in the last three months?	9	7
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	9	0
Have you met the Area Manager within the last three months?	14	2

APPENDIX 3

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 7

Table 1 : Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	2	4	0	0

*1 premise 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
	0	0	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?	6	0
Is the standard of the basic clean meeting your requirements?	6	0
Have you requested any additional cleaning in the last three months?	2	4
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	2	0
Have you met the Area Manager within the last three months?	2	3

APPENDIX 4

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	10	1	0

*1 premise 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	12

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?	15	0
Have you requested any additional cleaning in the last three months?	0	15
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	0	0
Have you met the Area Manager within the last three months?	10	4