

NORTH LANARKSHIRE COUNCIL
REPORT

To: EDUCATION RESOURCES SUB-COMMITTEE		Subject: SCHOOL JANITORIAL SERVICE LEVEL AGREEMENT: 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 janitorial service from 1 April 2002 to 3 January 2003.

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school janitorial service for the period 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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Murdo MacIver, Head of Service, on 01236 812269
Paul Jukes, Director of Community Services, on 0141 304 1931 or
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School Janitorial Service Level Agreement - 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 from 1 April 2002 to 3 January 2003.

2. Financial Performance

- 2.1 The financial performance of the janitorial service contract from 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
Janitorial Service	£3,959,588	£3,931,438	(£28,150)

- 2.2 At Period 10 £58,159 of janitors' overtime associated with capital and CRA works has been identified and is not included in the actual figure for Period 1 – 10.
- 2.3 The projected outturn for the full financial year is shown in table 2. The forecast outturn does not include £84,000 of janitors overtime associated with Capital and CRA work.

Table 2 : Outturn 2002 / 2003

Classification	Annual Budget	Forecast Outturn	VARIANCE
Janitorial Service	£5,210,908	£5,190,908	(£20,000)

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for 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 (93%).
- 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 the janitorial service*	Excellent	Good	Adequate	Poor
	75	49	14	0

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	9	3	123

* 6 premises did not answer this question

Table 5 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	135	0
Has the Janitor effectively monitored the Cleaning functions?	131	3
Has all aspects of the Janitorial remit been met in this period?	128	3
Is the standard of the Janitorial service meeting your requirements?	131	4

4. Recommendations

The education resources sub-committee is recommended to:

- (1) note the performance of the school janitorial service for the period 1 April 2002 to 3 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 the janitorial service*	Excellent	Good	Adequate	Poor
	62	32	7	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
	7	1	91

*3 premises did not answer this question

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	99	1
Has the Janitor effectively monitored the Cleaning functions?	99	0
Has all aspects of the Janitorial remit been met in this period?	97	0
Is the standard of the janitorial service meeting your requirements?	98	1

APPENDIX 2

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number Of Questionnaires Returned - 17

Table 1 : Comment on Service Standard

Is the standard of the janitorial service *	Excellent	Good	Adequate	Poor
	7	8	1	0

*1 premise did not answer this question

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has *	Improved	Deteriorated	Remained the Same
	0	1	15

*1 premise did not answer this question

Table 3 : Comment on Janitorial Service Delivery

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

APPENDIX 3

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 7

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	2	4	0	0

Table 2 : Comment on Relative Performance

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

*1 premise did not answer this question

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	6	0
Has the Janitor effectively monitored the Cleaning functions?	6	0
Has all aspects of the Janitorial remit been met in this period?	6	0
Is the standard of the janitorial service meeting your requirements?	6	0

APPENDIX 4

NURSERY SCHOOLS

Number Of Questionnaires - 19

Number Of Questionnaires Returned - 15

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	4	5	6	0

Table 2 : Comment on Relative Performance

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

*1 premise did not answer this question

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	14	0
Has the Janitor effectively monitored the Cleaning functions?	10	2
Has all aspects of the Janitorial remit been met in this period?	11	1
Is the standard of the janitorial service meeting your requirements?	13	2