

To: EDUCATION RESOURCES SUB-COMMITTEE		Subject: SCHOOL JANITORIAL SERVICE: PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES		
Date 14 April 2004	Ref: MM/KW	

Summary

This report describes the performance of the school janitorial service from 1 April 2003 to 31 March 2004

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school janitorial service for the period 1 April 2003 to 31 March 2004.
- (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 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 from 1 April 2003 to 31 March 2004.

2. Financial Performance

- 2.1 The financial performance of the janitorial service contract from 1 April 2003 to 31 March 2004 is detailed in Table 1. The ledger is not yet closed and a forecast outturn for 2003/04 is included in table 2.

Table 1 : Budget analysis Period 1 - 13

Classification	BUDGET Period 1 - 13	ACTUAL Period 1 -13	VARIANCE Period 1 – 13
Janitorial Service	£5,489,058	£5,421,569	£67,489

- 2.2 At Period 13, £54,000 of janitors' overtime associated with capital works in schools has been allocated to the appropriate capital projects and is included in contract expenditure. This revenue underspend is offset in part by council tax payments for janitors living in tied housing and the phasing of spend on janitorial supplies, uniforms and non contractual overtime.

2.3 **Table 2 : Outturn 2003 / 2004**

Classification	Annual Budget	Forcast Outturn	VARIANCE
Janitorial Service	£5,514,051	£5,460,051	£54,000

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for 1 December 2003 to 29 February 2004 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 131 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 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
	79	40	11	0

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	17	0	114

Table 5 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	130	1
Has the Janitor effectively monitored the cleaning functions?	121	7
Has all aspects of the Janitorial remit been met in this period?	124	5
Is the standard of the Janitorial service meeting your requirements?	126	4

4. Recommendations

The education resources sub-committee is recommended:

- (1) to note the performance of the school janitorial service for the period 1 April 2003 to 31 March 2004
- (2) to 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 - 88

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	57	22	8	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	12	0	76

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	87	1
Has the Janitor effectively monitored the cleaning functions?	83	3
Has all aspects of the Janitorial remit been met in this period?	85	1
Is the standard of the janitorial service meeting your requirements?	87	1

APPENDIX 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
	11	7	0	0

Do you feel the standard of service provided to has*	Improved	Deteriorated	Remained the Same
	4	0	14

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?	17	1
Has all aspects of the Janitorial remit been met in this period?	18	0
Is the standard of the janitorial service meeting your requirements?	18	0

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
	4	3	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	7

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	7	0
Has the Janitor effectively monitored the cleaning functions?	7	0
Has all aspects of the Janitorial remit been met in this period?	7	0
Is the standard of the janitorial service meeting your requirements?	6	1

APPENDIX 4

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 18

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	7	8	3	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has	Improved	Deteriorated	Remained the Same
	1	0	17

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?	14	3
Has all aspects of the Janitorial remit been met in this period?	14	4
Is the standard of the janitorial service meeting your requirements?	15	2