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| To: EDUCATION RESOURCES SUB-COMMITTEE | | Subject: SCHOOL CLEANING CONTRACT: 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 cleaning contract from 1 April 2003 to 31 March 2004.

Recommendations

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

- (a) Note the performance of the school cleaning contract for 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 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 2003 to 31 March 2004.

2. Financial Performance

2.1 The financial performance of the school cleaning contract for 1 April 2003 to 31 March 2004 is detailed in Table 1. The ledger is not yet closed a forecast outturn for 2003/2004 is included in table 2.

| Classification | BUDGET Period 1 – 13 | ACTUAL Period 1 – 13 | VARIANCE Period 1 – 13 |
|-----------------------|---------------------------------|---------------------------------|-----------------------------------|
| Cleaning Services | £4,908,033 | £4,937,178 | (£29,145) |

2.2 The explanation for the variance from the projected budget expenditure is as follows:-

- 1) Additional cleaning associated with building works in primary and secondary schools. These costs are being reallocated to the appropriate budget.
- 2) Additional costs associated with cleaning the new joint campus school and nursery class at Cumbernauld/St Andrew's Primary school. These costs will be reallocated to the Cumbernauld rationalisation account.
- 3) Additional costs associated with the cleaning of new nursery classes at Balmalloch, Tollbrae and Glencairn Primary schools. The early years budget will meet these costs.

2.3 Table 2 : Outturn 2003 / 2004

| Classification | Annual Budget | Forecast Outturn | VARIANCE |
|-----------------------|--------------------------|-----------------------------|-----------------|
| Cleaning Services | £4,908,033 | £4,937,500 | (£29,467) |

3. Quality Performance

3.1 The result of the service delivery questionnaire for the period from 1 September 2003 to 30 November 2003 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 by the due date 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%).

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 Cleaning | Excellent | Good | Adequate | Poor |
|-----------------------------|-----------|------|----------|------|
| | 46 | 74 | 18 | 1 |

Table 4 : Comment on Relative Performance

| Do you feel the standard of service provided to you has | Improved | Deteriorated | Remained the Same |
|---|----------|--------------|-------------------|
| | 6 | 4 | 127 |

Table 5 : Comment on Building Cleaning Service Delivery

| QUESTIONS | YES | NO |
|--|-----|----|
| Are the cleaning staff polite and helpful? | 139 | 0 |
| Is the standard of the basic clean meeting your requirements? | 136 | 3 |
| Have you requested any additional cleaning in the last three months? | 53 | 84 |
| If you answer YES to the above question were these additional requirements carried out to your satisfaction? | 53 | 0 |
| Have you met the Area Manager within the last three months? | 85 | 50 |

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 2003 to 31 March 2004.
- (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 |
|-----------------------------|-----------|------|----------|------|
| | 35 | 51 | 13 | 1 |

Table 2 : Comment on Relative Performance

| Do you feel the standard of service provided to you has | Improved | Deteriorated | Remained the Same |
|---|----------|--------------|-------------------|
| | 2 | 3 | 93 |

Table 3 : Comment on Building Cleaning Service Delivery

| QUESTIONS | YES | NO |
|--|-----|----|
| Are the cleaning staff polite and helpful? | 101 | 0 |
| Is the standard of the basic clean meeting your requirements? | 99 | 1 |
| Have you requested any additional cleaning in the last three months? | 39 | 61 |
| If you answer YES to the above question were these additional requirements carried out to your satisfaction? | 39 | 0 |
| Have you met the Area Manager within the last three months? | 57 | 42 |

APPENDIX 2

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number of Questionnaires Returned - 16

Table 1 : Comment on Service Standard

| Is the Standard of cleaning | Excellent | Good | Adequate | Poor |
|-----------------------------|-----------|------|----------|------|
| | 1 | 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 |
|---|----------|--------------|-------------------|
| | 1 | 1 | 14 |

Table 3 : Comment on Building Cleaning Service Delivery

| QUESTIONS | YES | NO |
|--|-----|----|
| Are the cleaning staff polite and helpful? | 16 | 0 |
| Is the standard of the basic clean meeting your requirements? | 15 | 1 |
| Have you requested any additional cleaning in the last three months? | 8 | 6 |
| If you answer YES to the above question were these additional requirements carried out to your satisfaction? | 8 | 0 |
| Have you met the Area Manager within the last three months? | 13 | 3 |

APPENDIX 3

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 8

Table 1 : Comment on Service Standard

| Is the Standard of cleaning | Excellent | Good | Adequate | Poor |
|-----------------------------|-----------|------|----------|------|
| | 4 | 4 | 0 | 0 |

Table 2 : Comment on Relative Performance

| Do you feel the standard of service provided to you has | Improved | Deteriorated | Remained the Same |
|---|----------|--------------|-------------------|
| | 0 | 0 | 8 |

Table 3 : Comment on Building Cleaning Service Delivery

| QUESTIONS | YES | NO |
|--|-----|----|
| Are the cleaning staff polite and helpful? | 8 | 0 |
| Is the standard of the basic clean meeting your requirements? | 8 | 0 |
| Have you requested any additional cleaning in the last three months? | 3 | 5 |
| If you answer YES to the above question were these additional requirements carried out to your satisfaction? | 3 | 0 |
| Have you met the Area Manager within the last three months? | 7 | 1 |

APPENDIX 4

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 15

| Is the Standard of cleaning | Excellent | Good | Adequate | Poor |
|-----------------------------|-----------|------|----------|------|
| | 6 | 7 | 2 | 0 |

Table 2 : Comment on Relative Performance

| Do you feel the standard of service provided to you has | Improved | Deteriorated | Remained the Same |
|---|----------|--------------|-------------------|
| | | | |

Table 3 : Comment on Building Cleaning Service Delivery

| QUESTIONS | YES | NO |
|--|-----|----|
| Are the cleaning staff polite and helpful? | 14 | 0 |
| Is the standard of the basic clean meeting your requirements? | 14 | 1 |
| Have you requested any additional cleaning in the last three months? | 3 | 12 |
| If you answer YES to the above question were these additional requirements carried out to your satisfaction? | 3 | 0 |
| Have you met the Area Manager within the last three months? | 8 | 4 |