

To: EDUCATION RESOURCES SUB-COMMITTEE		Subject: SCHOOL CLEANING CONTRACT PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES		
Date: July 2004	Ref: MM/KW	

**Summary**

This report describes the performance of the school cleaning contract from April 2004 to June 2004.

**Recommendations**

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

- (a) note the performance of the school cleaning contract for April 2004 to June 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:

Michael O'Neill, Director of Education, on 01236 812337 or  
Murdo MacIver, Head of Service, on 01236 812269  
Paul Jukes, Director of Community Services, on 0141 304 1931 or  
Kenneth Wilson, Head of Cleaning & Related Services, on 0141 304 1909

# NORTH LANARKSHIRE COUNCIL DEPARTMENT OF EDUCATION

## School Janitorial Service

### 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 April 2004 to June 2004.

#### 2. Financial Performance

2.1 The financial performance of the school cleaning contract for 1 April 2004 to 25 June 2004 is detailed in Table 1. An outturn table is included at 2.3 to provide a forecast outturn for 2004/2005.

**Table 1: Budget Analysis Period 1- 3**

Classification	BUDGET Period 1 – 3	ACTUAL Period 1 – 3	VARIANCE Period 1 – 3
Cleaning Services	£1,113,609	£1,121,651	(£8,042)

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

- Additional cleaning associated with building works has caused an overspend in primary and secondary schools. These costs will be reallocated to capital projects by the education department.
- 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.
- Additional costs associated with cleaning new nursery classes at Balmalloch, Tollbrae and Glencairn Primary schools. These costs will be allocated to early years budget.

2.3 **Table 2 : Outturn 2004 / 2005**

Classification	Annual Budget	Forecast Outturn	VARIANCE
Cleaning Services	£5,055,274	5,088,371	(£33,097)

The explanation for the variance from the forecast outturn is that additional cleaning requirements are expected to continue ahead of budgeted levels

#### 3. Quality Performance

3.1 The result of the service delivery questionnaire for the period from March 2004 to May 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 138 questionnaires issued to head teachers. Overall the level of satisfaction with the service among those making a return is very high ( 97% ).

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

**Table 3 : Comment on Service Standard**

<b>Is the Standard of Cleaning</b>	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>
	52	68	17	1

**Table 4 : Comment on Relative Performance**

<b>Do you feel the standard of service provided to you has*</b>	<b>Improved</b>	<b>Deteriorated</b>	<b>Remained the Same</b>
	7	5	126

**Table 5 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	138	0
Is the standard of the basic clean meeting your requirements?	134	3
Have you requested any additional cleaning in the last three months?	40	97
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	40	0
Have you met the Area Manager within the last three months?	69	64

#### **4. Recommendations**

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

- (a) approve the report on the performance of the school cleaning contract for the period April 2004 to June 2004.
- (b) 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 - 96

**Table 1 : Comment on Service Standard**

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	38	46	12	0

**Table 2 : Comment on Relative Performance**

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	5	3	88

**Table 3 : Comment on Building Cleaning Service Delivery**

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	96	0
Is the standard of the basic clean meeting your requirements?	93	2
Have you requested any additional cleaning in the last three months?	28	68
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	28	0
Have you met the Area Manager within the last three months?	51	41

## 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
	5	8	3	1

**Table 2 : Comment on Relative Performance**

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	0	2	15

**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?	9	7

### APPENDIX 3

#### SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 10

**Table 1 : Comment on Service Standard**

<b>Is the Standard of cleaning</b>	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>
	4	6	0	0

**Table 2 : Comment on Relative Performance**

<b>Do you feel the standard of service provided to you has</b>	<b>Improved</b>	<b>Deteriorated</b>	<b>Remained the Same</b>
	0	0	10

**Table 3 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	10	0
Is the standard of the basic clean meeting your requirements?	10	0
Have you requested any additional cleaning in the last three months?	3	7
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?	4	6

## APPENDIX 4

### NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 15

**Table 1 : Comment on Service Standard**

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	5	8	2	0

**Table 2 : Comment on Relative Performance**

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	2	0	13

**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?	5	10