

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

Summary

This report describes the performance of the school janitorial service from April 2004 to June 2004

Recommendations

The education resources sub-committee is recommended to:

- (a) note the performance of the school janitorial service for the period 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:

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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 April 2004 to June 2004.

2. Financial Performance

- 2.1 The financial performance of the contract is detailed in Table 1. Table 2 provides 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
Janitorial Service	£1,284,906	£1,284,944	(£38)

- 2.2 At Period 3, £7,616 of janitors' overtime was associated with capital works. This cost has been allocated to the appropriate cost codes and is not included in the actual expenditure.

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

Classification	Annual Budget	Forecast Outturn	VARIANCE
Janitorial Service	£5,679,473	£5,679,473	0

The forecast outturn is on budget.

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for 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 from the 186 questionnaires issued to head teachers. Overall the level of satisfaction with the service is very high (95%).
- 3.3 Where negative comments were received, investigations were 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
	73	50	12	2

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	15	5	115

Table 5 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	131	2
Has the Janitor effectively monitored the Cleaning functions?	124	3
Has all aspects of the Janitorial remit been met in this period?	127	3
Is the standard of the Janitorial service meeting your requirements?	131	3

4. Recommendations

The education resources sub-committee is recommended:

- (a) to note the performance of the school janitorial service for the period April 2004 to June 2004
- (b) 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 - 96

Table 1 : Comment on Service Standard

Is the standard of the janitorial service*	Excellent	Good	Adequate	Poor
	52	33	9	2

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	9	4	81

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	90	2
Has the Janitor effectively monitored the Cleaning functions?	87	2
Has all aspects of the Janitorial remit been met in this period?	90	2
Is the standard of the janitorial service meeting your requirements?	92	2

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
	9	7	1	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has*	Improved	Deteriorated	Remained the Same
	2	1	14

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	17	0
Has the Janitor effectively monitored the Cleaning functions?	17	0
Has all aspects of the Janitorial remit been met in this period?	16	1
Is the standard of the janitorial service meeting your requirements?	16	1

APPENDIX 3

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 9

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	4	5	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	9

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	9	0
Has the Janitor effectively monitored the Cleaning functions?	9	0
Has all aspects of the Janitorial remit been met in this period?	9	0
Is the standard of the janitorial service meeting your requirements?	9	0

APPENDIX 4

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 16

Table 1 : Comment on Service Standard

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	8	5	2	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to has	Improved	Deteriorated	Remained the Same
	4	0	11

Table 3 : Comment on Janitorial Service Delivery

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	15	0
Has the Janitor effectively monitored the Cleaning functions?	11	1
Has all aspects of the Janitorial remit been met in this period?	12	0
Is the standard of the janitorial service meeting your requirements?	14	0