

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION RESOURCES SUB-COMMITTEE		Subject: SCHOOL CLEANING CONTRACT PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES		
Date: 4 February 2005	Ref: GP/MM	

Summary

This report describes the performance of the school cleaning contract from 1 April 2004 to 7 January 2005.

Recommendations

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

- (a) note the performance of the school cleaning contract for 1 April 2004 to 7 January 2005.
- (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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NORTH LANARKSHIRE COUNCIL: EDUCATION DEPARTMENT

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 2004 to 7 January 2005.

2. Financial Performance

2.1 The financial performance of the school cleaning contract for 1 April 2004 to 7 January 2005 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- 10

Classification	BUDGET Period 1 – 10	ACTUAL Period 1 – 10	VARIANCE Period 1 – 10
Cleaning Services	£3,914,170	£3,973,820	(£59,650)

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

- Additional cleaning requests associated with building works have caused an overspend in primary and secondary schools. These costs will be reallocated to capital projects by the education department.

2.3 Table 2 : Outturn 2004 / 2005

Classification	Annual Budget	Forecast Outturn	VARIANCE
Cleaning Services	£5,019,223	£5,061,201	(£41,978)

2.4 The explanation for the variance from the forecast outturn is:-

that the school cleaning requirements are expected to exceed the allocated budget.

3. Quality Performance

3.1 The result of the service delivery questionnaire for June 2004 to August 2004 is detailed in Tables 3 and 4. A further breakdown is detailed in Appendices 1 - 4. The questionnaire gauges comment on the annual summer clean.

3.2 The results are based on a return of 134 questionnaires by the due date from the 191 questionnaires issued to Head Teachers. Overall the level of satisfaction with the service among those making a return is very high (90%).

3.3 The results for the service delivery questionnaire for September 2004 to November 2004 is detailed in Tables 5, 6 and 7. A further breakdown of the service delivery questionnaires is detailed in Appendices 5 - 8.

3.4 On this occasion the service delivery questionnaires were completed online electronically through the first class system. The overall return was not as high as normally expected. The results are based on a return of 88 questionnaires by the due date from the 191 questionnaires issued to Head Teachers. Overall the level of satisfaction with the service among those making a return is very high (97 %).

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

Table 3: - Comment on Service Standard (June 2004 – August 2004)

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	53	59	15	3

Table 4: - Comment on Service Delivery (June 2004 – August 2004)

QUESTIONS	YES	NO
Was the timing of the periodic clean suitable to your establishment?	123	8
Do you feel that the summer periodic clean meets your requirements?	120	11
Were all wall and floor surface cleaned to your satisfaction?	120	9
Were all the toilet areas cleaned throughout	127	4
Are there any other tasks you would like included in the periodic clean?	17	96

Table 5: - Comment on Service Standard (September 2004 – November 2004)

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	31	44	11	2

Table 6: - Comment on Relative Performance (September – November 2004)

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	6	5	77

Table 7: - Comment on Building Cleaning Service Delivery (September – November 2004)

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	88	0
Is the standard of the basic clean meeting your requirements?	85	3
Have you requested any additional cleaning in the last three months?	28	60
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	27	1
Have you met the Area Manager within the last three months?	52	34

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 2004 to 7 January 2005.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

APPENDIX 1

Period: - June 2004 – August 2004

PRIMARY SCHOOLS

Number Of Questionnaires - 130

Number Of Questionnaires Returned - 98

Table 1: - Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	42	42	10	3

- 1 Premise did not answer the question

Table 2: - Comments on Service Delivery

QUESTIONS	YES	NO
Was the timing of the periodic clean suitable to your establishment?	93	5
Do you feel that the summer periodic clean meets your requirements?	90	8
Were all wall and floor surfaces cleaned to your satisfaction?	90	6
Were all the toilet areas thoroughly cleaned throughout	95	3
Are there any other tasks you would like included in the periodic clean?	11	75

APPENDIX 2

Period: - June 2004 – August 2004

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number Of Questionnaires Returned - 19

Table 1: - Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	3	12	4	0

Table 2: - Comments on Service Delivery

QUESTIONS	YES	NO
Was the timing of the periodic clean suitable to your establishment?	17	2
Do you feel that the summer periodic clean meets your requirements?	17	2
Were all wall and floor surfaces cleaned to your satisfaction?	17	2
Were all the toilet areas thoroughly cleaned throughout	19	0
Are there any other tasks you would like included in the periodic clean?	4	12

APPENDIX 3

Period: - June 2004 – August 2004

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 6

Table 1: - Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	3	3	0	0

Table 2: - Comments on Service Delivery

QUESTIONS	YES	NO
Was the timing of the periodic clean suitable to your establishment?	6	0
Do you feel that the summer periodic clean meets your requirements?	6	0
Were all wall and floor surfaces cleaned to your satisfaction?	6	0
Were all the toilet areas thoroughly cleaned throughout	6	0
Are there any other tasks you would like included in the periodic clean?	2	4

APPENDIX 4

Period: - June 2004 – August 2004

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 11

Table 1: - Comment on Service Standard

Is the Standard of Periodic Cleaning	Excellent	Good	Adequate	Poor
	5	2	2	0

- 2 Premises did not answer this question

Table 2: - Comments on Service Delivery

QUESTIONS	YES	NO
Was the timing of the periodic clean suitable to your establishment?	7	1
Do you feel that the summer periodic clean meets your requirements?	7	1
Were all wall and floor surfaces cleaned to your satisfaction?	7	1
Were all the toilet areas thoroughly cleaned throughout	7	1
Are there any other tasks you would like included in the periodic clean?	0	5

APPENDIX 5

Period: - September 2004 – November 2004

PRIMARY SCHOOLS

Number Of Questionnaires - 130

Number of Questionnaires Returned - 63

Table 1: - Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	22	31	8	2

Table 2: - Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	3	4	56

Table 3: - Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	63	0
Is the standard of the basic clean meeting your requirements?	60	3
Have you requested any additional cleaning in the last three months?	22	41
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	22	0
Have you met the Area Manager within the last three months?	37	24

APPENDIX 6

Period: - September 2004 – November 2004

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number of Questionnaires Returned - 8

Table 1: Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	2	5	1	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?	4	4
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	4	0
Have you met the Area Manager within the last three months?	7	1

APPENDIX 7

Period: - September 2004 – November 2004

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 5

Table 1: - Comment on Service Standard

Is the Standard of cleaning	Excellent	Good	Adequate	Poor
	2	3	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	5

Table 3: - Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	5	0
Is the standard of the basic clean meeting your requirements?	5	5
Have you requested any additional cleaning in the last three months?	1	4
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	1	0
Have you met the Area Manager within the last three months?	1	4

APPENDIX 8

Period: - September 2004 – November 2004

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 12

Table 1: - Comment on Service Standard

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

Table 2: - Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	3	1	8

Table 3: - Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	12	0
Is the standard of the basic clean meeting your requirements?	12	0
Have you requested any additional cleaning in the last three months?	1	11
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	0	1
Have you met the Area Manager within the last three months?	7	5