

REPORT

To: Education (Resources) Sub- Committee	Subject: School Cleaning Contract Performance Review
From: Director of Education Director of Community Services	
Date: November 2005	
Ref: MM/GP/FC	

Summary

This report describes the performance of the school-cleaning contract from April 2005 to August 2005.

Recommendations

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

- (i) note the performance of the school-cleaning contract for April 2005 to August 2005.
- (ii) request the submission of regular performance review reports to future meetings of the sub-committee.



Members wishing further information about the paper 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 April 2005 to August 2005.

2. Financial Performance

- 2.1 The financial performance of the school-cleaning contract for 1 April 2005 to 19 August 2005 is detailed in Table 1. An outturn table is included at 2.3 to provide a forecast outturn for 2005/2006.

Table 1: Budget Analysis Period 1- 5

Classification	BUDGET Period 1 – 5	ACTUAL Period 1 – 5	VARIANCE Period 1 – 5
Cleaning Services	£2,161,667	£2,189,062	(£27,395)

- 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.
- Additional costs associated with cleaning new nursery classes at Balmalloch, Tollbrae and Glencairn Primary schools. Additional budget will be allocated from the Early Years service to cover these costs.

2.3 **Table 2 : Outturn 2005 / 2006**

Classification	Annual Budget	Forecast Outturn	VARIANCE
Cleaning Services	£5,242,016	£5,307,268	(£65,252)

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

- Additional cleaning requests are expected to continue ahead of budgeted levels

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for the period from April 2005 to August 2005 is detailed in Tables 3 - 4. A further breakdown is included in Appendices 1 - 5.
- 3.2 The results are based on a return of 130 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 (91%).
- 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 Periodic Clean	Excellent	Good	Adequate	Poor
	54	59	9	1

* 7 premises did not answer this question

Table 4 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Was the timing of the summer periodic clean suitable to your establishment?	116	7
Do you feel the summer periodic clean meets your requirements?	118	5
Were all wall and floor surfaces cleaned to your satisfaction?	118	5
Were all toilet areas thoroughly cleaned throughout?	121	2

4. Recommendations

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

- (1) note the report on the performance of the school cleaning contract for the period April 2005 to August 2005.
- (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 - 89

Table 1 : Comment on Service Standard

Is the Standard of Periodic Clean	Excellent	Good	Adequate	Poor
	36	41	8	0

* 4 premises did not answer this question

Table 2 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Was the timing of the summer periodic clean suitable to your establishment	80	5
Do you feel the summer periodic clean meets your requirements?	82	3
Were all wall and floor surfaces cleaned to your satisfaction?	82	3
Were all toilet areas thoroughly cleaned throughout?	84	1

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
	4	12	1	0

Table 2 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Was the timing of the summer periodic clean suitable to your establishment	16	1
Do you feel the summer periodic clean meets your requirements?	16	1
Were all wall and floor surfaces cleaned to your satisfaction?	17	0
Were all toilet areas thoroughly cleaned throughout?	17	0

SPECIAL SCHOOLS

Number of questionnaires - 11

Number of questionnaires returned - 8

Table 1 : Comment on Service Standard**Table 1 : Comment on Service Standard**

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	4	4	0	0

Table 2 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Was the timing of the summer periodic clean suitable to your establishment	8	0
Do you feel the summer periodic clean meets your requirements?	8	0
Were all wall and floor surfaces cleaned to your satisfaction?	8	0
Were all toilet areas thoroughly cleaned throughout?	8	0

NURSERY SCHOOLS

Number of questionnaires - 24

Number of questionnaires returned - 16

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	10	2	0	1

* 3 premises did not answer this question

Table 2 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Was the timing of the summer periodic clean suitable to your establishment	12	1
Do you feel the summer periodic clean meets your requirements?	12	1
Were all wall and floor surfaces cleaned to your satisfaction?	11	2
Were all toilet areas thoroughly cleaned throughout?	12	1