

**NORTH LANARKSHIRE COUNCIL**

**REPORT**

AGENDA ITEM No. 1

To: <b>Education (Resources) Sub- Committee</b>	Subject: <b>School Janitorial Service Performance Review</b>
From: <b>Director of Education Director of Community Services</b>	
Date: <b>2<sup>nd</sup> February 2006</b>	
Ref: <b>MM/GP/FC</b>	

**1. SUMMARY**

- 1.1 This report describes the performance of the school janitorial service from April 2005 to January 2006.

*Michael O'Neill*

**2. RECOMMENDATIONS**

- 2.1 The education resources sub-committee is recommended to:
- (a) note the performance of the school janitorial service for the period April 2005 to January 2006.
  - (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:

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  
Graham Patrick, Head of Facility Support Services, on 0141 304 1869

## NORTH LANARKSHIRE COUNCIL: DEPARTMENT OF EDUCATION

### School Janitorial Service Level Agreement - 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 2005 to January 2006.

#### 2. Financial Performance

- 2.1 The financial performance of the janitorial service contract from April 2005 to January 2006 is detailed in Table 1. An outturn table is included at 2.3 to provide a forecast outturn for 2005/06.

**Table 1: Budget analysis Period 1 – 10**

<b>Classification</b>	<b>BUDGET Period 1 - 10</b>	<b>ACTUAL Period 1 - 10</b>	<b>VARIANCE Period 1 – 10</b>
Janitorial Service	£4,711,556	£4,637,582	£73,974

- 2.2 At Period 10, £100,972 of janitors' overtime associated with capital works in schools has been identified. This cost is allocated to the appropriate cost codes for capital projects by the Education department and therefore is not included in the actual figure for Period 1–10.

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

<b>Classification</b>	<b>Annual Budget</b>	<b>Forecast Outturn</b>	<b>VARIANCE</b>
Janitorial Service	£6,159,460	£6,091,684	£67,776

- 2.4 The main reasons for the variance from the projected budget expenditure are as follows:-

- The cost of the basic service is projected to be £10,972 above budget as a result of increased janitorial requirement at Kildrum Nursery, Richard Stewart Nursery and Willowbank School.
- The cost of janitorial overtime associated with CRA works is £102,294 above budget levels.
- Decants and mergers as a consequences of the Education 2010 PPP Project will result in a saving of £25,289 in 2005/06

### 3. Quality Performance

- 3.1 The result of the service delivery questionnaire for 1 September 2005 to 30 November 2005 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 135 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%).
- 3.3 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 the janitorial service*	Excellent	Good	Adequate	Poor
	67	57	10	1

**Table 4 : Comment on Relative Performance**

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	12	2	120

**Table 5 : Comment on Janitorial Service Delivery**

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	134	0
Has the Janitor effectively monitored the Cleaning functions?	124	3
Has all aspects of the Janitorial remit been met in this period?	126	4
Is the standard of the Janitorial service meeting your requirements?	131	2

### 4. Recommendations

The education resources sub-committee is recommended:

- (a) to note the performance of the school janitorial service for the period April 2005 to January 2006.
- (b) to request the submission of regular performance review reports to future meetings of the sub-committee.

**PRIMARY SCHOOLS**

Number of Questionnaires - 130

Number of Questionnaires Returned - 94

**Table 1 : Comment on Service Standard**

Is the standard of the janitorial service*	Excellent	Good	Adequate	Poor
	47	39	7	0

**Table 2 : Comment on Relative Performance**

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	8	2	83

**Table 3 : Comment on Janitorial Service Delivery**

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	93	0
Has the Janitor effectively monitored the Cleaning functions?	92	0
Has all aspects of the Janitorial remit been met in this period?	91	0
Is the standard of the janitorial service meeting your requirements?	92	0

**SECONDARY SCHOOLS**

Number of Questionnaires - 26

Number of Questionnaires Returned - 14

**Table 1 : Comment on Service Standard**

Is the standard of the janitorial service*	Excellent	Good	Adequate	Poor
	7	6	1	0

**Table 2 : Comment on Relative Performance**

Do you feel the standard of service provided to has*	Improved	Deteriorated	Remained the Same
	1	0	13

**Table 3 : Comment on Janitorial Service Delivery**

QUESTIONS	YES	NO
Are the Janitorial staff polite and helpful?	14	0
Has the Janitor effectively monitored the Cleaning functions?	8	1
Has all aspects of the Janitorial remit been met in this period?	14	0
Is the standard of the janitorial service meeting your requirements?	14	0

**SPECIAL SCHOOLS**

Number of Questionnaires - 11

Number of Questionnaires Returned - 10

**Table 1 : Comment on Service Standard**

<b>Is the standard of the janitorial service</b>	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>
	6	4	0	0

**Table 2 : Comment on Relative Performance**

<b>Do you feel the standard of service provided to has*</b>	<b>Improved</b>	<b>Deteriorated</b>	<b>Remained the Same</b>
	1	0	9

**Table 3 : Comment on Janitorial Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the Janitorial staff polite and helpful?	10	0
Has the Janitor effectively monitored the Cleaning functions?	9	1
Has all aspects of the Janitorial remit been met in this period?	8	2
Is the standard of the janitorial service meeting your requirements?	9	1

**NURSERY ESTABLISHMENTS**

Number of Questionnaires - 24

Number of Questionnaires Returned - 17

**Table 1 : Comment on Service Standard**

Is the standard of the janitorial service	Excellent	Good	Adequate	Poor
	7	8	2	0

**Table 2 : Comment on Relative Performance**

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

**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?	15	1
Has all aspects of the Janitorial remit been met in this period?	13	2
Is the standard of the janitorial service meeting your requirements?	16	1