

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM No. 3

To: <b>Education (Resources) Sub- Committee</b>	Subject: <b>School Cleaning Contract 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/FC</b>	

1. **SUMMARY**

- 1.1 This report describes the performance of the school cleaning contract from April 2005 to January 2006

2. **RECOMMENDATIONS**

- 2.1 The education (resources) sub-committee is recommended to:
- (a) note the performance of the school-cleaning contract for April 2005 to January 2006.
  - (b) request the submission of regular performance review reports to future meetings of the sub-committee.

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Members wishing further information about this report 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 January 2006.

#### 2. Financial Performance

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

**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>
Cleaning Services	£4,086,978	£4,153,553	(£66,575)

- 2.2 The variance from the budget expenditure is the result of additional cleaning requests associated with vandalism, letting activities, fire and flood damage and school decants. Additional cleaning requests associated with building works will be reallocated to capital projects by the Education department and therefore are not included in the actual figure for period 1-10.
- 2.3 The projected outturn is shown in table 2. The overspend is because additional cleaning needs are expected to continue ahead of budgeted levels

**Table 2 : Outturn 2005 / 2006**

<b>Classification</b>	<b>Annual Budget</b>	<b>Forecast Outturn</b>	<b>VARIANCE</b>
Cleaning Services	£5,242,016	£5,324,373	(£82,357)

#### 3. Quality Performance

- 3.1 The result of the service delivery questionnaire for the period from 1 September to 30 November 2005 is detailed in Tables 3 - 4. A further breakdown is included in Appendices 1 - 4.
- 3.2 The results are based on a return of 133 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 ( 95% ).
- 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 Cleaning	Excellent	Good	Adequate	Poor
	48	69	13	1

**Table 4 : Comment on Relative Performance**

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	7	4	119

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

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	132	0
Is the standard of the basic clean meeting your requirements?	127	4
Have you requested any additional cleaning in the last three months?	48	81
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	48	0
Have you met the Area Manager within the last three months?	87	46

**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 2005 to January 2006.
- (b) 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 - 92

**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>
	40	40	10	1

**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>
	4	4	82

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

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	92	0
Is the standard of the basic clean meeting your requirements?	87	4
Have you requested any additional cleaning in the last three months?	29	63
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	29	0
Have you met the Area Manager within the last three months?	57	35

**SECONDARY SCHOOLS**

Number of Questionnaires - 26

Number of Questionnaires Returned - 15

**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>
	14	0	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	14

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

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	14	0
Is the standard of the basic clean meeting your requirements?	14	0
Have you requested any additional cleaning in the last three months?	10	5
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	10	0
Have you met the Area Manager within the last three months?	13	2

**SPECIAL SCHOOLS**

Number of Questionnaires - 11

Number of Questionnaires Returned - 9

**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>
	3	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>
	1	0	8

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

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	9	0
Is the standard of the basic clean meeting your requirements?	9	0
Have you requested any additional cleaning in the last three months?	5	4
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	5	0
Have you met the Area Manager within the last three months?	4	5

**NURSERY ESTABLISHMENTS**

Number of Questionnaires - 24

Number of Questionnaires Returned - 17

**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>
	2	14	1	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>
	1	0	15

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

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Are the cleaning staff polite and helpful?	17	0
Is the standard of the basic clean meeting your requirements?	17	0
Have you requested any additional cleaning in the last three months?	4	13
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?	13	4