

To: Education (Resources) Sub- Committee	Subject: School Cleaning Contract Performance Review
From: Director of Education Director of Community Services	
Date: 4th April 2006	
Ref: MM/GP/FC	

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.

Michael O'Neill

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 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 2005 to 5 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. Table 2 shows the projected outturn for 2005/2006.

Table 1: Budget Analysis Period 1- 10

Classification	BUDGET Period 1 – 10	ACTUAL Period 1 – 10	VARIANCE Period 1 – 10
Cleaning Services	£4,857,003	£4,932,330	(£57,327)

Table 2 : Outturn 2005 / 2006

Classification	Annual Budget	Forecast Outturn	VARIANCE
Cleaning Services	£5,303,436	£5,384,969	(£81,533)

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

- The annual budget has increased to include FRS17 costs (which are actuarial valuation on pension).
- Additional cleaning requests are greater than the budgeted levels.
- The cleaning contract is overspent by £62,051 as a result of increased cleaning requirements and the addition of properties that were not included in the original budget.
- Additional cleaning requests associated with vandalism, letting activities, fire and flood damage have caused an overspend of £19,483

3. Quality Performance

- 3.1 The result of the service delivery questionnaire for the period from 1 December to 28th February 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 136 questionnaires by the due date from the 189 questionnaires issued to head teachers. Overall the level of satisfaction with the service among those making a return is very high (96%).
- 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
	49	65	21	1

Table 4 : Comment on Relative Performance

Do you feel the standard of service provided to you has*	Improved	Deteriorated	Remained the Same
	5	6	125

Table 5 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	136	0
Is the standard of the basic clean meeting your requirements?	131	5
Have you requested any additional cleaning in the last three months?	43	93
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	41	1
Have you met the Area Manager within the last three months?	84	52

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 April 2005 to January 2006.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

APPENDIX 1

PRIMARY SCHOOLS

Number Of Questionnaires - 128

Number of Questionnaires Returned - 100

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	37	46	16	1

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	3	3	94

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	100	0
Is the standard of the basic clean meeting your requirements?	96	4
Have you requested any additional cleaning in the last three months?	27	73
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	25	1
Have you met the Area Manager within the last three months?	63	37

APPENDIX 2

SECONDARY SCHOOLS

Number Of Questionnaires - 26

Number of Questionnaires Returned - 15

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	3	9	3	0

Table 2 : Comment on Relative Performance

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

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	15	0
Is the standard of the basic clean meeting your requirements?	15	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?	12	3

APPENDIX 3

SPECIAL SCHOOLS

Number Of Questionnaires - 11

Number Of Questionnaires Returned - 8

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	3	5	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	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?	5	3
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?	5	3

APPENDIX 4

NURSERY SCHOOLS

Number Of Questionnaires - 24

Number Of Questionnaires Returned - 13

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	6	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
	1	2	10

* 1 premise did not answer this question

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	13	0
Is the standard of the basic clean meeting your requirements?	12	1
Have you requested any additional cleaning in the last three months?	1	12
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?	4	9