

NORTH LANARKSHIRE COUNCIL

REPORT

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>11<sup>th</sup> September 2006</b>	
Ref: <b>GP/IW/LMS</b>	

**1. SUMMARY**

1.1 This report describes the performance of the school-cleaning contract from April 2006 to August 2006.

**2. RECOMMENDATIONS**

2.1 The Education (Resources) sub-committee is recommended to:

- (a) note the performance of the school-cleaning contract for April 2006 to August 2006.
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.

*Christine Paddock*

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 April 2006 to August 2006.

**2. Financial Performance**

2.1 The financial performance of the school cleaning contract for April 2006 to August 2006 is detailed in Table 1. An outturn table is included at 2.4 to provide a forecast outturn for 2006/2007.

**Table 1: Budget Analysis Period 1- 5**

<b>Classification</b>	<b>BUDGET Period 1 – 5</b>	<b>ACTUAL Period 1 – 5</b>	<b>VARIANCE Period 1 – 5</b>
Cleaning Services	£2,246,604	£2,248,576	(£1,972)

2.2 The explanation for the variance from the projected budget expenditure is the additional cleaning requests associated with vandalism, letting activities, fire and flood damage and school reconfiguration.

**2.3 Table 2 : Outturn 2006 / 2007**

<b>Classification</b>	<b>Annual Budget</b>	<b>Forecast Outturn</b>	<b>VARIANCE</b>
Cleaning Services	£5,447,380	£5,450,218	(£2,838)

2.4 The explanation for the variance from the forecast outturn is that 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 periodic clean July 2006 to August 2006 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 132 questionnaires by the due date from the 177 questionnaires issued to head teachers. Overall the level of satisfaction with the service among those making a return is very high ( 91% ). A sample of returns is included in Appendix 5.
- 3.3 Where comments are received, investigations are carried out and action taken to resolve the issues.

**Table 3 : Comment on Service Standard**

<b>Is the Standard of Periodic Clean</b>	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>
	62	48	19	1

**Table 4 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Was the timing of the summer periodic clean suitable to your establishment?	116	13
Do you feel the summer periodic clean meets your requirements?	120	10
Were all wall and floor surfaces cleaned to your satisfaction?	120	10
Were all toilet areas thoroughly cleaned throughout?	126	4

#### **4. Recommendations**

The Education (Resources) sub-committee is recommended to:

- (1) note the performance of the school cleaning contract for the period April 2006 to August 2006.
- (2) request the submission of regular performance review reports to future meetings of the sub-committee.

**PRIMARY SCHOOLS**

Number of questionnaires - 118

Number of questionnaires returned - 94

**Table 1 : Comment on Service Standard**

Is the Standard of Periodic Clean	Excellent	Good	Adequate	Poor
	43	34	16	1

\* 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	85	9
Do you feel the summer periodic clean meets your requirements?	87	7
Were all wall and floor surfaces cleaned to your satisfaction?	87	7
Were all toilet areas thoroughly cleaned throughout?	90	4

**SECONDARY SCHOOLS**

Number of questionnaires - 25

Number of questionnaires returned - 14

**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>
	7	6	1	0

**Table 2 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Was the timing of the summer periodic clean suitable to your establishment	12	2
Do you feel the summer periodic clean meets your requirements?	14	0
Were all wall and floor surfaces cleaned to your satisfaction?	14	0
Were all toilet areas thoroughly cleaned throughout?	14	0

**SPECIAL SCHOOLS**

Number of questionnaires - 11

Number of questionnaires returned - 8

**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>
	6	2	0	0

**Table 2 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Was the timing of the summer periodic clean suitable to your establishment	7	1
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 - 23

Number of questionnaires returned - 16

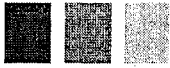
**Table 1 : Comment on Service Standard**

<b>Is the Standard of Cleaning</b>	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>
	6	6	2	0

\* 2 premises did not answer this question

**Table 2 : Comment on Building Cleaning Service Delivery**

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>
Was the timing of the summer periodic clean suitable to your establishment?	12	1
Do you feel the summer periodic clean meets your requirements?	11	3
Were all wall and floor surfaces cleaned to your satisfaction?	11	3
Were all toilet areas thoroughly cleaned throughout?	14	2



community services

29 AUG 2006



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3  
Issue: 1  
Date:22.08.03

ool

To allow an assessment of the quality of service delivered during the period from 01 June 2006 to 31 August 2006 it is essential that the completed questionnaire is returned to Laura Stuart, Area Manager (Customer Services), Community Services Department, Building Cleaning Services, Old Edinburgh Road, Bellshill, ML4 3JF by 2 September 2005. Should you have any queries regarding this questionnaire please contact Laura on 01698 506214.

- \* 1) Do you feel that the summer periodic clean meets your requirements? YES  NO
- 2) Do you feel the standard of periodic clean provided to you was?  
Excellent  Good  Adequate  Poor
- 3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below
- \* 4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

\* Our school had major repair work and was fully painted inside. The cleaning staff worked exceptionally hard to ensure it was in a good condition for the start of term.

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

Please return this questionnaire in the envelope provided.

Signature

Date ..... 24.8.06 .....

Job Title .





community services



**NORTH LANARKSHIRE COUNCIL**  
**COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3

Issue: 1

Date: 22.08.06

1001

25 AUG 2006

28 AUG 2006

To allow an assessment of the quality of service delivered during the period from 01 June 2006 to 31 August 2006 it is essential that the completed questionnaire is returned to Laura Stuart, Area Manager (Customer Services), Community Services Department, Building Cleaning Services, Old Edinburgh Road, Bellshill, ML4 3JF by 2 September 2006. Should you have any queries regarding this questionnaire please contact Laura on 01698 506214.

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2) Do you feel the standard of periodic clean provided to you was?

Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

Hall floor surface is not in a satisfactory condition - needs sealed + varnished. This area is used as a during area, P.E. hall and for assemblies when pupils sit on the floor. \*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

Please return this questionnaire in the envelope provided.

Signature

Date 25.8.06

Job Title ..

\* Staff shortages are having a major impact on the cleanliness of the school. C. Turnbull Staff work hard but are covering for vacancies.



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3  
Issue: 1  
Date: 22.08.03

28 AUG 2006

:hool

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- 2) Do you feel the standard of periodic clean provided to you was?  
Excellent  Good  Adequate  Poor
- 3) Are there any other tasks that you would like included in the periodic clean?  
If yes please detail below YES  NO
- 4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

*As much as is possible in a buddy of this age.*

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

.....  
.....  
.....

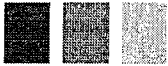
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**Please return this questionnaire in the envelope provided.**

Signature ...

Date ..... 25 | 8 | 06 .....

Job Title ...



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3  
Issue: 1  
Date:22.08.03

School

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- 1) Do you feel that the summer periodic clean meets your requirements? YES  NO
- 2) Do you feel the standard of periodic clean provided to you was?  
Excellent  Good  Adequate  Poor
- 3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below
- 4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

.....  
*Have already spoken to hire manager  
B. Irwin*  
.....

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

**Please return this questionnaire in the envelope provided.**

Signature

Date ..... *25.8.06* .....

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

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Issue: 1  
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13/8/06

1) Do you feel that the summer periodic clean meets your requirements? YES  NO

2) Do you feel the standard of periodic clean provided to you was?

Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

Excellent cleaning staff Irene Grant & Lorraine  
Carmey always provide excellent service  
to the school

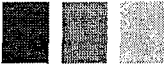
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Signature

Date 29/8/06

Job Title



community services



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**COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

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- 2) Do you feel the standard of periodic clean provided to you was?  
Excellent  Good  Adequate  Poor
- 3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below  
*Shampooing carpets & upholstery. Hoovering curtains*
- 4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

*It would be better if the cleaners started work at 9am.  
Cleaners seemed to lack direction and organisation  
throughout cleaning period*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

Please return this questionnaire in the envelope provided.

Signature

Date *28/8/06*

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3  
Issue: 1  
Date:22.08.03

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28 AUG 2006

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- 2) Do you feel the standard of periodic clean provided to you was?  
Excellent  Good  Adequate  Poor
- 3) Are there any other tasks that you would like included in the periodic clean?  
If yes please detail below YES  NO
- 4) Was the timing of the summer periodic clean suitable to your establishment?  
*I would prefer it to be earlier in summer* YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

*Teachers are often wanting to set up classrooms etc in the fortnight prior to school starting. An earlier clean would be helpful*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

**Please return this questionnaire in the envelope provided.**

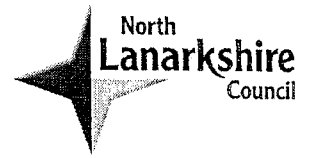
Signature

Date *25/8/06*

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3  
Issue: 1  
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30 AUG 2006

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2) Do you feel the standard of periodic clean provided to you was?

Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

*Due to workmen our cleaner had to do double the cleaning (not her fault) in the girls toilets - not well organised*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

**Please return this questionnaire in the envelope provided.**

Signature

Date .....25/08/06.....

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
Periodic Clean

QAF005.16/P3

Issue: 1

Date: 22.08.03

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2) Do you feel the standard of periodic clean provided to you was?

Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

*I feel there should be the opportunity for toilets to be cleaned, bins emptied etc after a two day in service period in readiness for the start of session.*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

**Please return this questionnaire in the envelope provided.**

Signature

Date ... *30/08/06* .....

Job Title .





community services



**NORTH LANARKSHIRE COUNCIL**  
**COMMUNITY SERVICES DEPARTMENT**  
Building Cleaning Service Delivery Questionnaire  
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- 3) Are there any other tasks that you would like included in the periodic clean?  
If yes please detail below YES  NO
- 4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO
- 5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO
- 6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

*Due to school having new flooring and painting  
cleaners had almost twice the normal clean  
to complete summer 06*

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

Please return this questionnaire in the envelope provided.

Signature

Date *25 8 06*

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
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Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

..... Major construction work took place this summer. For one half of the school, the  
..... timing of the clean was, therefore, not ideal.  
.....

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

**Please return this questionnaire in the envelope provided.**

Signature

Date 28/8/06

Job Title



community services



**NORTH LANARKSHIRE COUNCIL  
COMMUNITY SERVICES DEPARTMENT**  
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Excellent  Good  Adequate  Poor

3) Are there any other tasks that you would like included in the periodic clean? YES  NO   
If yes please detail below

4) Was the timing of the summer periodic clean suitable to your establishment? YES  NO

5) Were all wall and floor surfaces cleaned to your satisfaction? YES  NO

6) Were all toilet areas thoroughly cleaned throughout? YES  NO

SUMMER PERIODIC CLEAN WAS FANTASTIC.  
AN EXCELLENT JOB BY OUR CLEANER.

If you have answered **NO** to any of the above questions or have any further comments you would like to make please give details as this will assist in planning next year's periodic clean.

.....  
.....  
.....

Thank you for completing this questionnaire, your comments will be considered in our review of the Department's services.

Please return this questionnaire in the envelope provided.

Signature

Date 25/8/06

Job Title ..