



# **Market survey feedback**

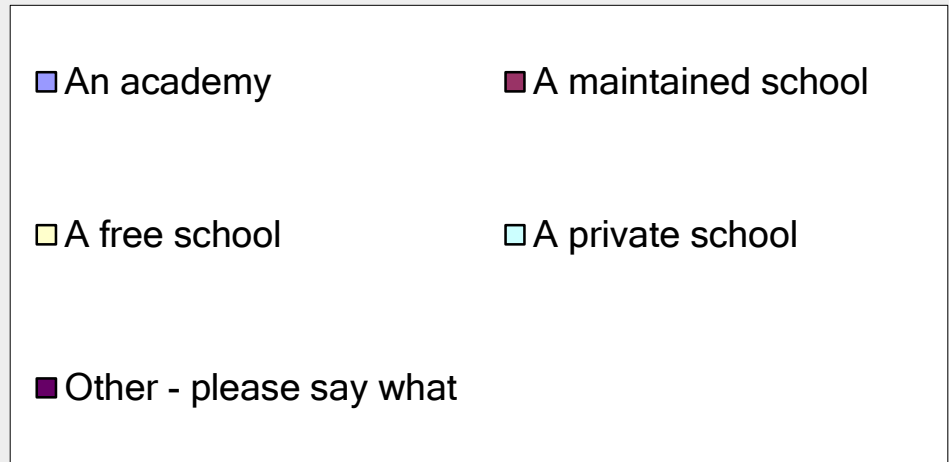
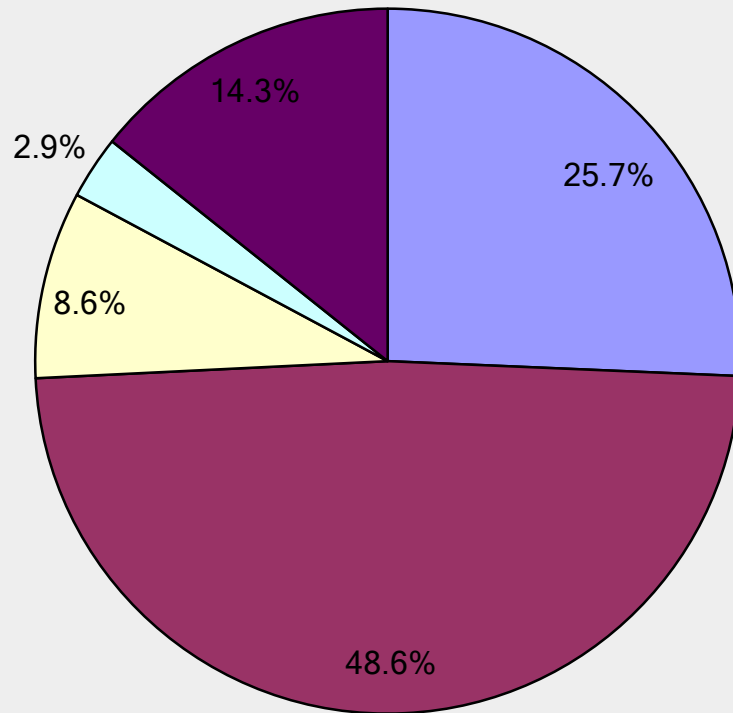
**APSE Senior Consultant, Gayle Gibson,  
APSE Solutions**

# Services to schools procurement survey



- Survey sent to schools on line – via APSE contacts
- Mid July 2016
- 36 responses

# Breakdown of schools

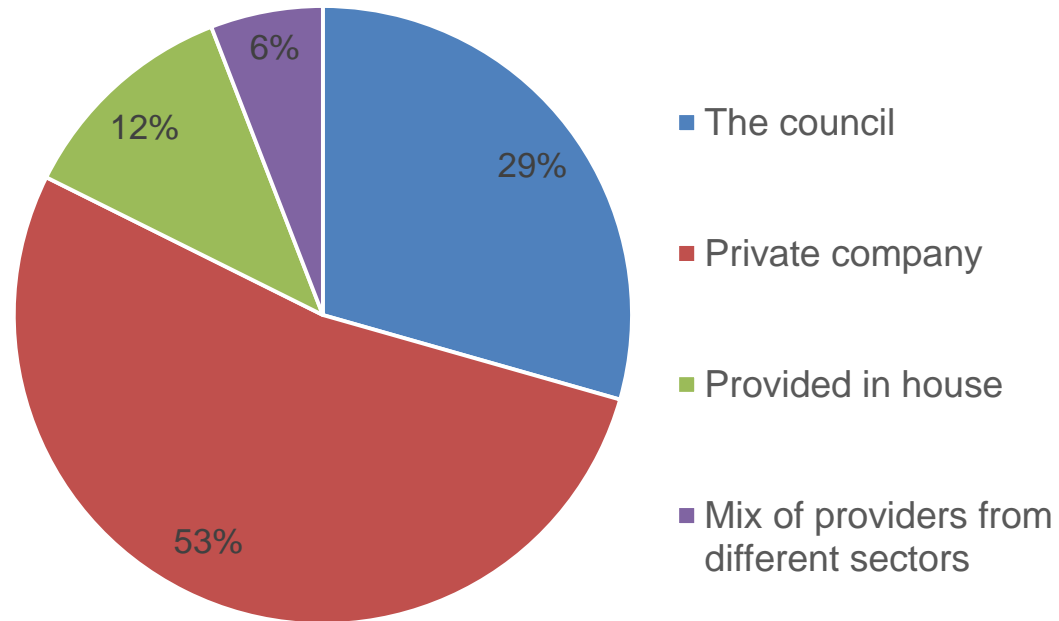


# Services purchased

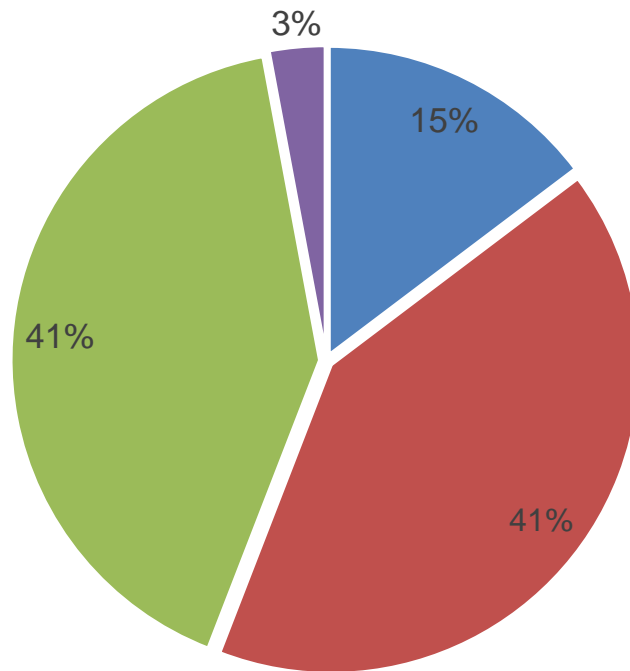


- Mix of services purchased
- Catering, building maintenance, grounds maintenance and IT most likely to be provided by a private company
- Caretaking most likely to be provided in-house
- HR & Payroll / Financial Services most likely to be provided by the Council
- Cleaning was a mix between a private company and the service provided in-house

# Catering service



# Cleaning service



- The council
- Private company
- Provided in house
- Mix of providers from different sectors

# Procurement



- 86% of schools responding used the competitive procurement process
- Where applicable & known 93% of schools followed European procurement rules
- 96% of schools using private companies used a competitive procurement process
- Where applicable and known 94% of schools followed European procurement rules

# What's important to schools



Top three issues for schools:

- A good track record of providing services to schools
- The service was better quality than what we had before
- A good understanding of the schools sector



# What was at the bottom of the ratings



These were:

- Ability to bring capital investment into the school that wouldn't otherwise be accessible
- Strong connections with the local area and communities
- Recommendation from another organisation

# Voice of the customer



Top statements schools agreed with:

- Competitive processes mean the best possible services for schools
- Competitive tendering processes need to be followed
- School staff have the skills and knowledge to handle procuring services

# What was less important



- Likely to use Council services more in the future

## On the fence

- Likely to use private sector service providers in future

# Food for thought....



- ‘we don’t have much of a choice. We are a small school and can’t afford to opt out’
- ‘we don’t automatically select council or private suppliers but expect all parties to demonstrate how the service will meet the value for money criteria.
- ‘we now feel that we, the purchaser, are in control and not the provider’
- ‘we believe that our local authority is in the best place to get services as they are designed for us and not off the shelf’

# Contact details



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## Interim requirements

**Roads & Highways, Building Maintenance, Bereavement Services,  
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