FM and Building Cleaning advisory group

Development of Mobile based App for
on-site Building Cleaning Inspections

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23rd March 2021

Background

- Collection of data still crucial to understand the impact and consequences of COVID-19 on performance.

- App development as a tool for recording inspections on site of building cleaning

- Compilation of data for review and analysis within the online reporting system.

- Over the year work has continued on the App development with working group

- Launched in March 2021 following successful pilot

Assessing the Cleaning Quality

- **Procedure for Assessing Cleaning Quality**

- There are 3 grades as shown below.

- A – Acceptable standard

- B – Acceptable standard between cleaning cycles

- C – Unacceptable standard with build-up of debris, dirt, dust and staining etc.

- The grade is awarded based on the narrative within the score card. It does not demand detailed examination of technical standards.

- It will be necessary to set intervention and survey response times locally.

- Based on BICS specification (many thanks)

Types of Establishments

- Four types of establishments are covered by the App with a number of sub-categories within these
- Education (6 sub categories)
- Leisure venues (3 sub categories)
- Offices (7 sub categories)
- Public Conveniences (2 sub categories)
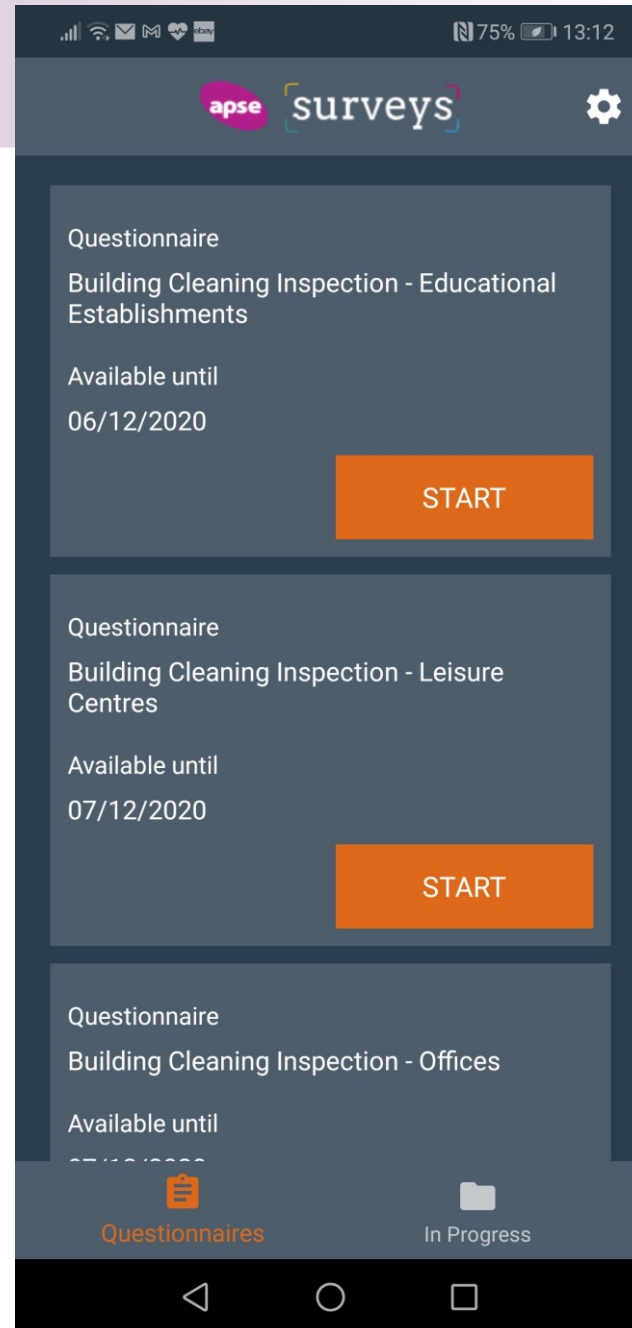
Specific rooms/area within locations

- Education – 10

- Leisure – 9

- Offices – 9

- Public Conveniences 5

- Plus 3 site based Questions
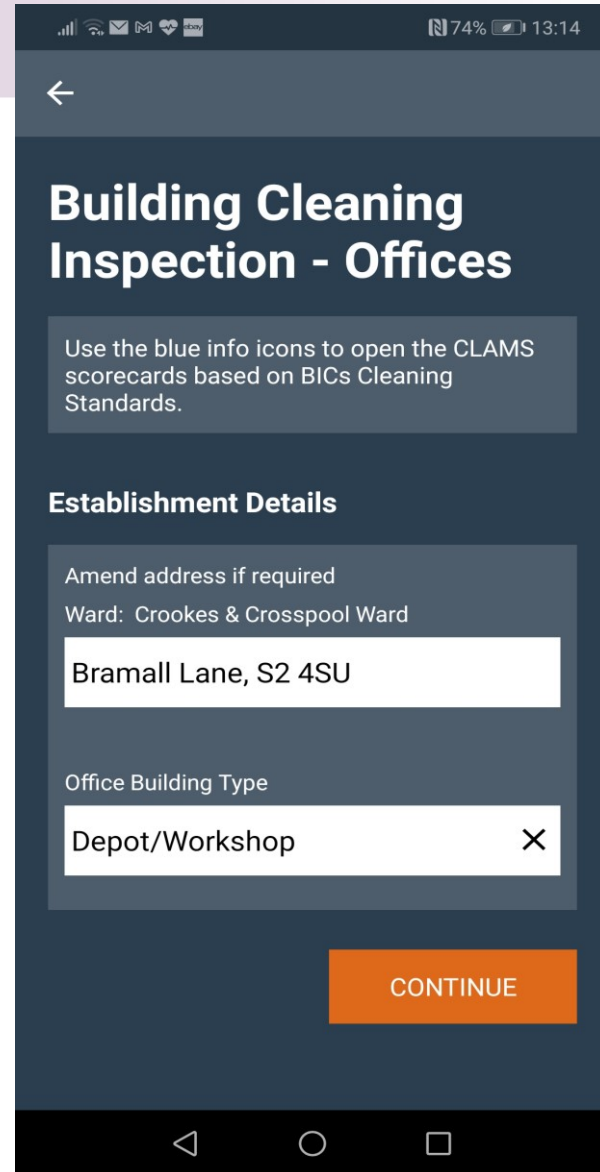
Example of Questions - Classroom

- 1 Is this area being cleaned to a reduced specification or frequency – Answer Yes or No

- 2 Hard or Soft Floor covering – Answer H or S

- 3 Hard Floors - Mopped/scrubbed – Grade A, B, C

- 4 Hard Floors - Polished/Burnished- Grade A, B, C

- 5 Soft Floors - Spot cleaned – Grade A, B, C

- 6 Soft Floors - General cleaned – Grade A, B, C

- 7 Soft Floors - Deep Cleaned – Grade A, B, C

- 8 Vertical surfaces - Grade A, B, C

- 9 Furniture, Fixtures and Fittings – Dust – Grade A, B, C

- 10 Furniture, Fixtures and Fittings – Polish – Grade A, B, C

The App –

Sample screens

www.apse.org.uk

Screens
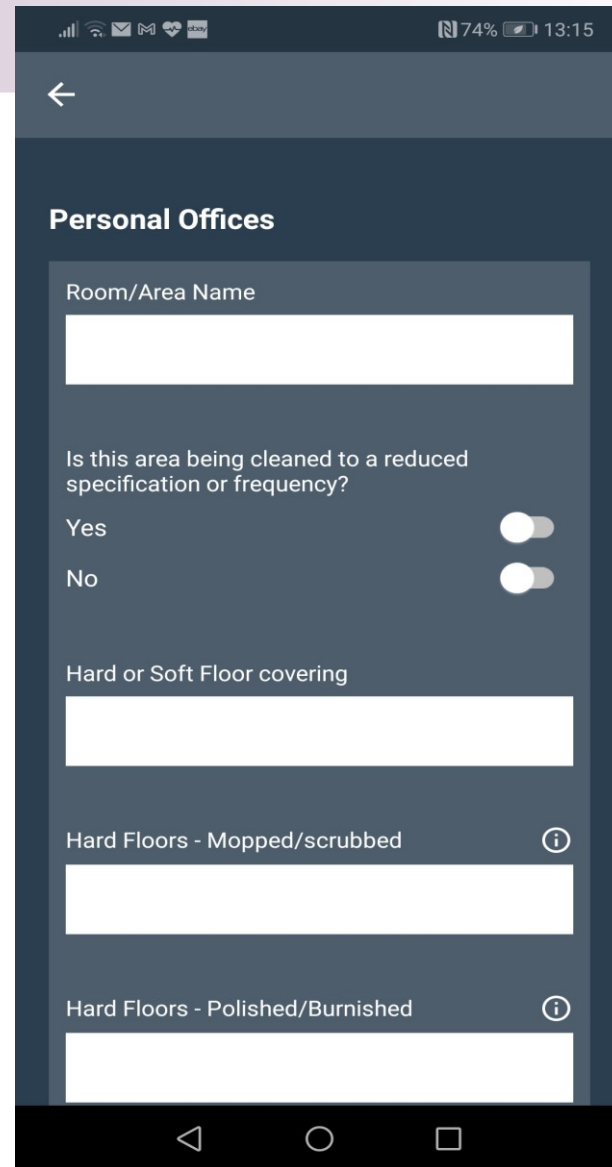
Screens

Screens

Personal Offices

Room/Area Name

Is this area being cleaned to a reduced specification or frequency?

Yes

No

Hard or Soft Floor covering

Hard Floors - Mopped/scrubbed

Hard Floors - Polished/Burnished
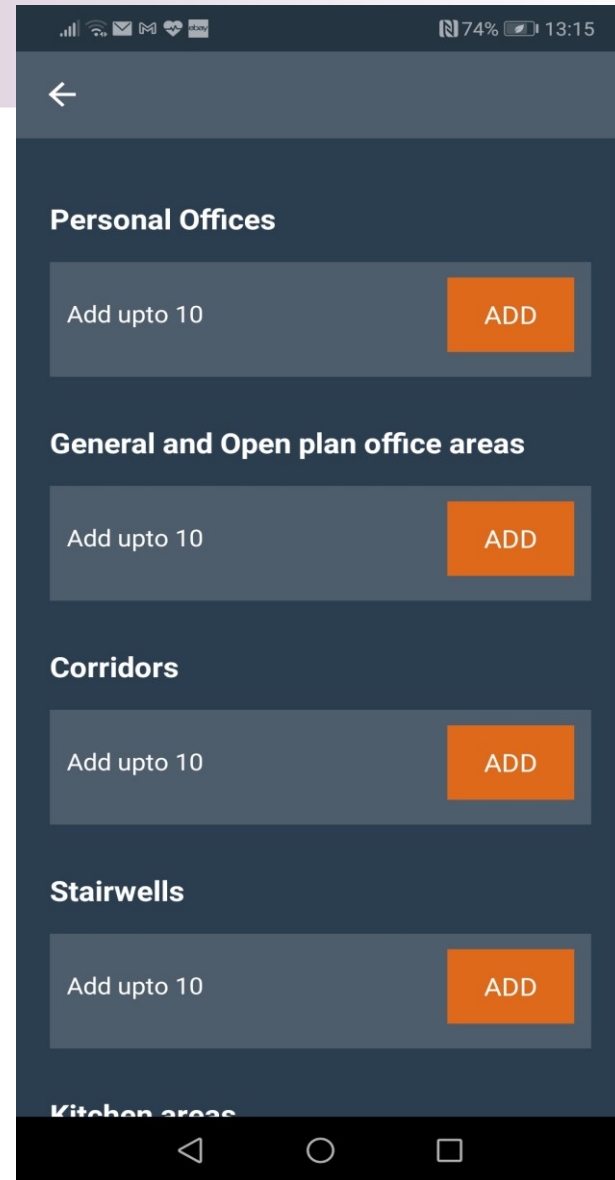
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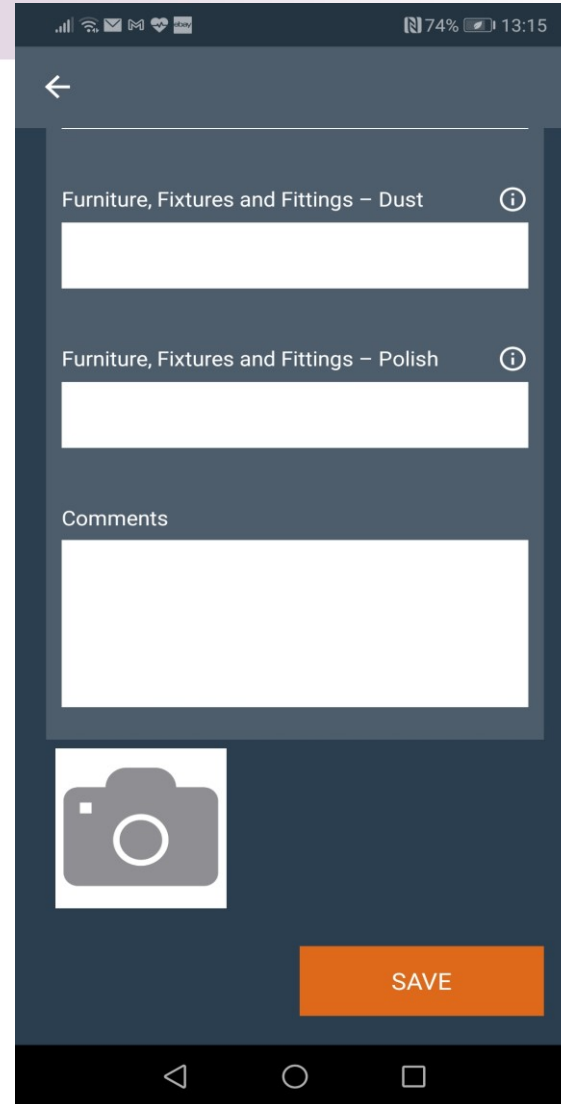
Requirements

Locally set	National
Frequency of inspections set locally	Bi-monthly data input timetable
Number of inspections per period/annum	Minimum requirement of 10 inspections per bi-monthly tranche
Intervention levels / times	Grading standards using Guidance Manual

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Important dates – provisional timetable

Inspections completed for	Results to APSE by	Report back to authorities by
April & May	2nd week in June	3rd week in June
June & July	2nd week in August	3rd week in August
August & September	2nd week in October	3rd week in October
October & November	2nd week in December	3rd week in December
December & January	2nd week in February	3rd week in February
February & March	2nd week in April	3rd week in April

Outputs

- In terms of outcomes, allows the measurement of the quality and effectiveness of the cleaning service over a range of establishments and activities.

- This is both within service and gives benchmarking data against other local authorities.

- Used to justify building cleaning budgets by having credible and measured performance data on standards and show the effect of reduced specifications.

- A marketing tool when applying for new contract work. It could also be used to publicise the work the council does in Cleaning its building portfolio to Councillors, residents and businesses.

- Analyse performance across Establishments (e.g. schools) or specific activities (e.g. toilet or hard floor cleaning).

Education Establishments performance Indictors

PI 01a - Percentage of **Education Establishments** cleaned to an acceptable level

PI 01b - Percentage of **Classrooms** cleaned to an acceptable level

PI 01c - Percentage of **Toilets** cleaned to an acceptable level

PI 01d - Percentage of **Changing Rooms** cleaned to an acceptable level

PI 01e - Percentage of **Corridors/Stairwells** cleaned to an acceptable level

PI 01f - Percentage of **All other room/area types** cleaned to an acceptable level

Area/Surface performance Indictors

PI 05a - Percentage of **Hard Floors** cleaned to an acceptable level

PI 05b - Percentage of **Soft Floors** cleaned to an acceptable level

PI 05c - Percentage of **Vertical Surfaces** cleaned to an acceptable level

PI 05d - Percentage of **Furniture and Fixtures** cleaned to an acceptable level

PI 05e - Percentage of **Sanitary Fittings** cleaned to an acceptable level

PI 05f - Percentage of **Shower Areas** cleaned to an acceptable level

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Whole service comparison

Building cleaning inspection PI standings 2021/22

Name of authority   **Authority name**
PIN   **5+++**

| Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Education establishments										
PI 01a - Percentage of Education Establishments cleaned to an acceptable level	24	100.00%	92.66%	68.61%	98.83%	7	99.14%	2	99.77%	H
PI 01b - Percentage of Classrooms cleaned to an acceptable level	24	100.00%	96.05%	80.43%	100.00%	1	99.65%	1	100.00%	H
PI 01c - Percentage of Toilets cleaned to an acceptable level	23	100.00%	93.88%	76.27%	99.39%	7	99.44%	2	100.00%	H
PI 01d - Percentage of Changing Rooms cleaned to an acceptable level	23	100.00%	99.90%	98.42%	100.00%	1	100.00%	1	100.00%	H
Offices										
PI 02a - Percentage of Offices cleaned to an acceptable level	23	100.00%	99.80%	98.41%	100.00%	1	100.00%	1	100.00%	H
PI 02b - Percentage of Open Plan Offices cleaned to an acceptable level	23	100.00%	96.41%	85.19%	0.94%	7	100.00%	2	100.00%	H
PI 02c - Percentage of Personal Offices cleaned to an acceptable level	23	100.00%	97.53%	91.30%	98.91%	7	100.00%	2	100.00%	H
PI 02d - Percentage of Toilets cleaned to an acceptable level	23	100.00%	97.52%	91.30%	98.91%	10	100.00%	2	100.00%	H
Leisure centres										
PI 03a - Percentage of Leisure Centres cleaned to an acceptable level	24	100.00%	91.14%	48.67%	97.28%	8	97.82%	2	99.17%	H
PI 03b - Percentage of Swimming Pools cleaned to an acceptable level	24	100.00%	89.26%	51.54%	97.65%	8	98.93%	2	99.73%	H
PI 03c - Percentage of Gyms cleaned to an acceptable level	24	100.00%	98.90%	91.24%	91.24%	24	100.00%	4	100.00%	H
PI 03d - Percentage of Changing Rooms cleaned to an acceptable level	22	100.00%	98.52%	85.37%	100.00%	1	100.00%	1	100.00%	H
PI 03e - Percentage of Toilets cleaned to an acceptable level	23	100.00%	96.41%	85.19%	85.19%	23	100.00%	4	100.00%	H
PI 03f - Percentage of Catering areas cleaned to an acceptable level	23	100.00%	97.53%	91.30%	98.46%	7	100.00%	2	100.00%	H
Public conveniences										
PI 04a - Percentage of Public Conveniences cleaned to an acceptable level	24	100.00%	92.66%	68.61%	97.84%	6	99.14%	2	99.77%	H
PI 04b - Percentage of Toilet cubicles cleaned to an acceptable level	24	100.00%	96.05%	80.43%	99.00%	2	99.65%	1	100.00%	H
PI 04c - Percentage of Urinals cleaned to an acceptable level	23	100.00%	93.88%	76.27%	98.39%	6	99.44%	2	100.00%	H
PI 04d - Percentage of Sinks cleaned to an acceptable level	23	100.00%	99.90%	98.42%	99.00%	2	100.00%	1	100.00%	H

Notes:

a. The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.
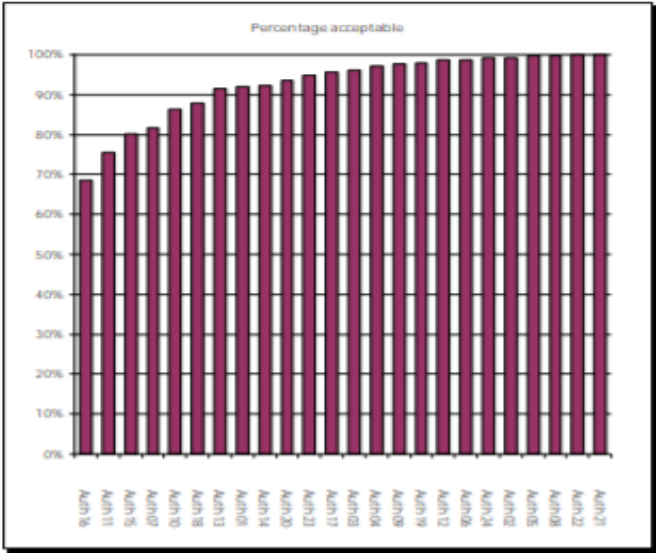
PI 01a data table

Authority	Total inspections	Percentage acceptable	Inspections acceptable	Percentage unacceptable	Inspections unacceptable
Auth 01	124	**92.00%**	115	8.00%	10
Auth 02	285	**99.29%**	284	0.71%	2
Auth 03	505	**96.24%**	486	3.76%	19
Auth 04	140	**97.14%**	136	2.86%	4
Auth 05	434	**99.65%**	432	0.35%	2
Auth 06	980	**98.83%**	969	1.17%	12
Auth 07	193	**81.65%**	158	18.35%	35
Auth 08	534	**99.81%**	533	0.19%	1
Auth 09	672	**97.57%**	662	2.43%	17
Auth 10	2,140	**86.24%**	1,850	13.76%	295
Auth 11	813	**75.40%**	613	24.60%	200
Auth 12	756	**98.61%**	745	1.39%	11
Auth 13	354	**91.53%**	324	8.47%	30
Auth 14	761	**92.30%**	702	7.70%	59
Auth 15	5,222	**80.17%**	4,186	19.83%	1,036
Auth 16	137	**68.61%**	94	31.39%	43
Auth 17	393	**95.55%**	376	4.45%	18
Auth 18	41	**87.80%**	36	12.20%	5
Auth 19	602	**98.01%**	590	1.99%	12
Auth 20	746	**93.50%**	698	6.50%	49
Auth 21	17	**100.00%**			
Auth 22	70	**100.00%**			
Auth 23	1,507	**94.72%**	1,428	5.28%	80
Auth 24	290	**99.14%**	288	0.86%	3

Further Information

- Successful pilot with 4 volunteer LA's

- App officially launched to performance Networks members at start of March

- Working Group will continue to develop the App
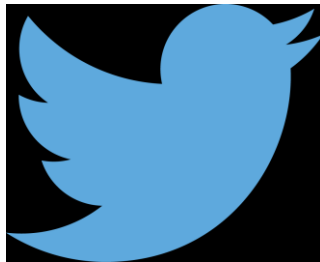
The small print

- Membership to Performance Networks – Building Cleaning is required.

- £600 per year for multiple users

- Training and support from APSE is included in the price of the App

Questions??

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