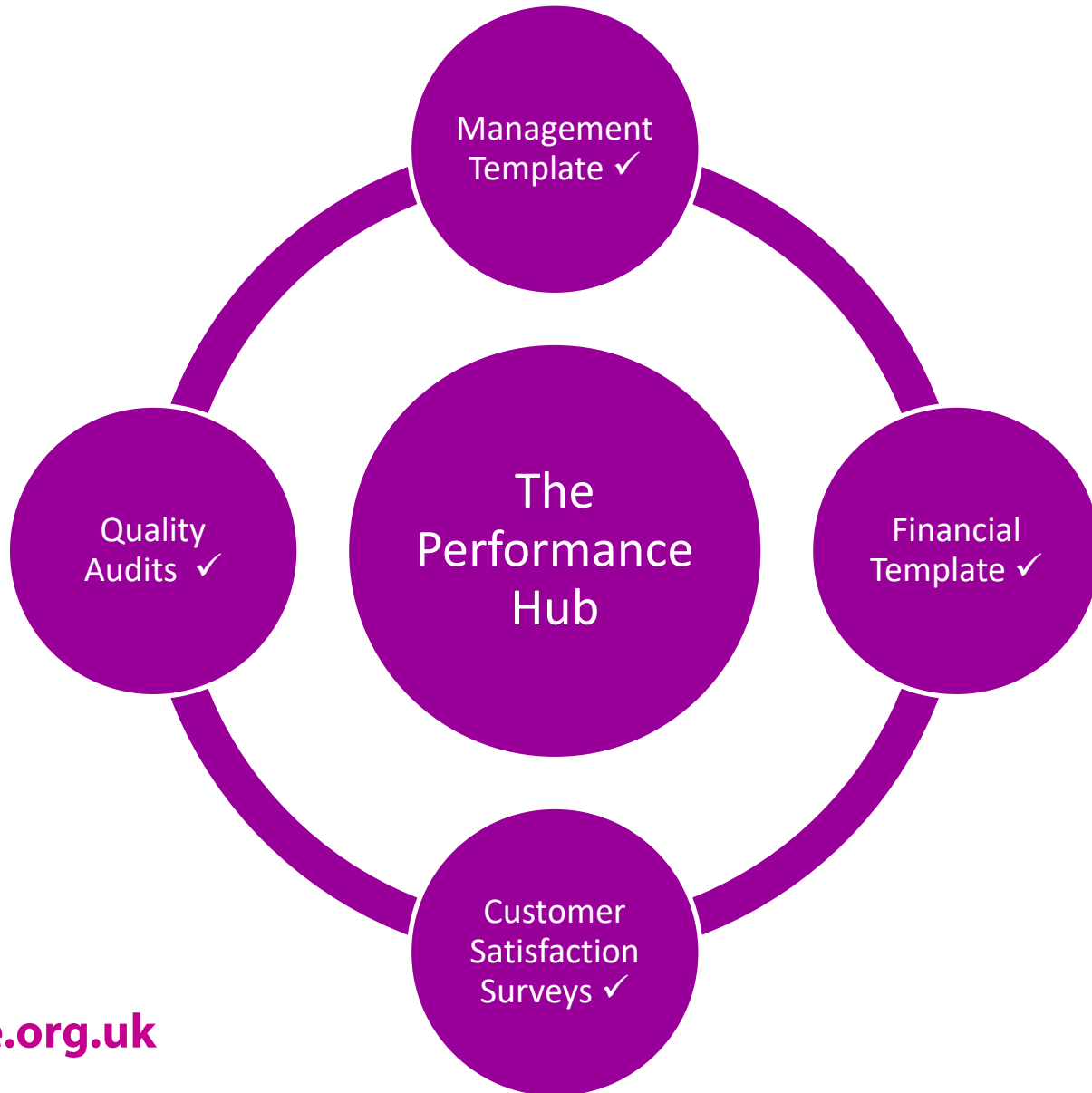


Feedback from the Building Cleaning working group

Debbie Johns, Head of Performance Networks





Family group comparison

Building cleaning performance indicator standings

Name of authority

PIN

Family group

Sample Authority

5999

C1/2

Performance indicator

Key performance indicators

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.60	£16.21	£12.08	£15.81	7	£13.74	3	£12.95	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	10	£23.31	£16.59	£12.08	£16.41	7	£13.74	3	£12.95	L
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	8	1.00	0.83	0.60	0.60	8	0.92	4	0.94	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	7	1.40	0.95	0.66	0.70	6	-	-	1.22	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	9	1.40	1.02	0.86	1.03	4	1.06	2	1.15	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.07	0.89	0.68	0.91	5	1.00	2	1.03	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	8	1.08	0.93	0.61	1.08	2	1.08	1	1.08	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	9	1,684	1,525	1,315	1,355	8	1,597	4	1,648	H
PI 20a - Percentage staff absence (front line staff)	7	7.11%	4.74%	0.30%	6.18%	5	-	-	0.92%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	5	19.35	13.43	7.08	13.20	3	-	-	9.05	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	117	78.36	47	65	7	101	3	114	H
PI 35 - Customer perception and satisfaction	3	96.34%	90.78%	85.00%	96.34%	1	-	-	1	H

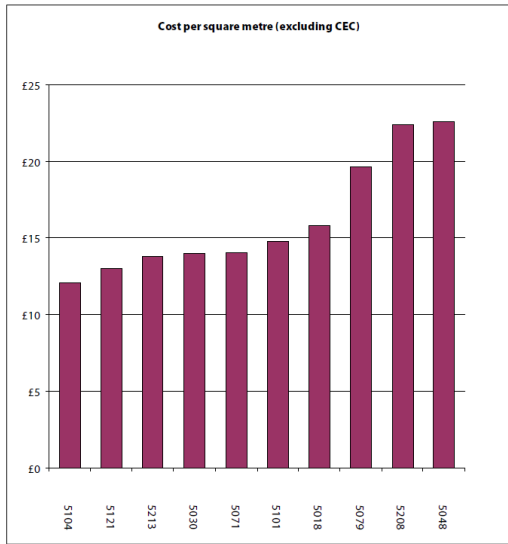
Notes:

- a. The authority will only be ranked in family group 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 01 Cost per square metre for all areas cleaned (excluding CEC)

Family group C1/2

	Total net cost of service (excluding CEC)	Total square metres cleaned	Cost per square metre
Average			£16.21
Lowest			£12.08
Highest			£22.60
Lowest in range	£1,306,940	58,511	
Highest in range	£15,527,241	1,130,240	



Source data

[TNCEXMCP] - [INHVD] / [TNSMC]

Acceptable parameters: >£8.00 and <£23 per square metre

Costs are net of income received for cleaning housing voids and outdoor areas (e.g. car parks, markets, etc)

Building cleaning performance at a glance

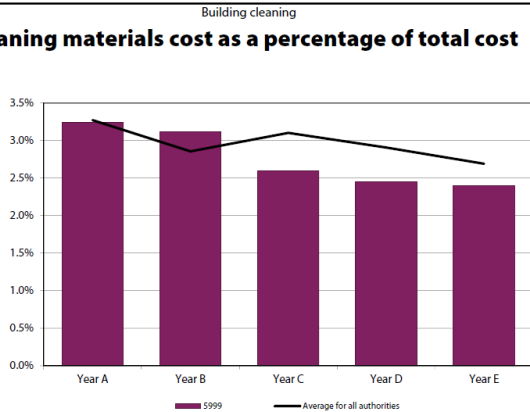
Sample Authority

5999

These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

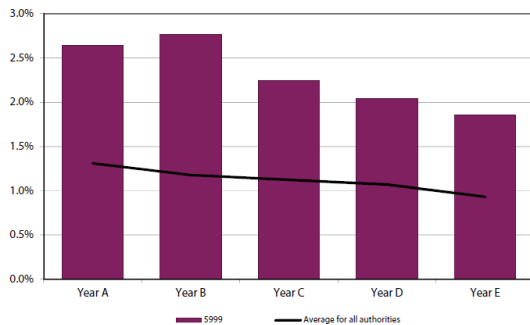
Performance indicators	Performance in current year	Improved since previous year?^
Key performance indicators		
PI 01 Cost per square metre for all areas cleaned (excluding CEC)	●	—
PI 02 Cost per square metre for all areas cleaned (including CEC)	●	—
PI 13 Ratio of square metres to annual scheduled hours (all offices)	◆	▼
PI 10 Ratio of square metres to annual scheduled hours (libraries)	◆	▲
PI 11 Ratio of square metres to annual scheduled hours (secondary schools)	●	—
PI 23 Ratio of square metres to annual scheduled hours (primary schools)	●	▼
PI 26 Ratio of square metres to annual scheduled hours (special schools)	●	▲
PI 16 Total square metres (excluding outdoor areas) cleaned per FTE employee	▲	—
PI 20a / PI 20c Staff absence (front line staff)	●	▲
PI 22 Customer satisfaction surveys		
PI 14 Quality assurance and consultation process	▲	▼
PI 35 Customer perception and satisfaction	●	
Other costs performance indicators		
PI 03 Cost per FTE front-line employee	●	—
PI 17 Front line staff cost per square metre cleaned (excluding outdoor areas)	●	—
PI 27 Cost per scheduled input hour (excluding CEC)	▲	
PI 32 Charge per housing void cleaned		▼
Other productivity performance indicators		
PI 04 Number of paid staff hours per measured square metre cleaned	▲	▼
PI 30 Ratio of square metres to annual scheduled hours (public conveniences)		

PI 06 Cleaning materials cost as a percentage of total cost



This performance indicator measures the cleaning material costs as a percentage of total costs. Material costs include chemicals and equipment but excludes electrical machinery and income from sale of materials. Payments to internal and external contractors are also excluded from the total cost for this indicator.

PI 07 Cleaning equipment cost as a percentage of total cost



This performance indicator measures the cleaning equipment costs as a percentage of total costs. Equipment costs include expenditure and equipment capital charges. Payments to internal and external contractors are also excluded from the total cost for this indicator.

Authority profile

	Highest	Average	Lowest
Number of operational staff	2,264	476	29
Primary schools			
Number operated on an input based specification	98	50	26
Number operated on an output based specification	158	62	18
Number operated on a mixed input/output based specification	170	36	1
Secondary schools			
Number operated on an input based specification	20	7	2
Number operated on an output based specification	82	11	1
Number operated on a mixed input/output based specification	29	9	1
Special schools			
Number operated on an input based specification	6	4	2
Number operated on an output based specification	8	3	1
Number operated on a mixed input/output based specification	5	3	1

Case study report 2019

Best and most improved performer award finalists and winners



2. Please tell us how you think the building cleaning operation is performing with regards to each of the following aspects.

	Not applicable	Excellent	Good	Average	Poor	Very Poor
Good understanding of customer requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service provider communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of the cleaning service provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfactory resolution of problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly attitude of cleaning staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability/punctuality of cleaning staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of cleaning staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Recent developments

Building cleaning inspection App

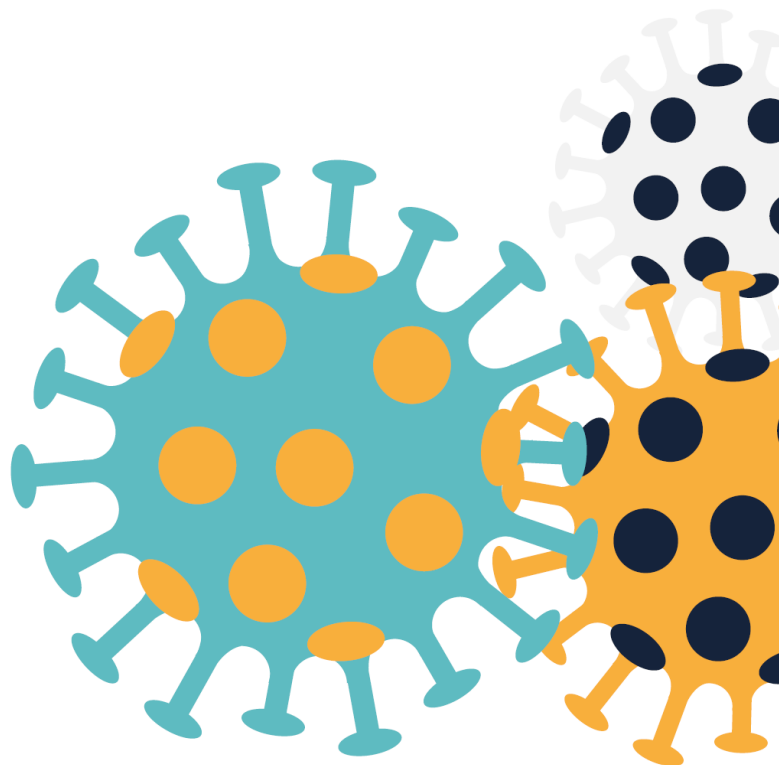
Reduced data collection options:

- K file
- Flagging system

Include commercial work

The impact of Covid-19 on performance management in UK local government

April – June 2020



Working group feedback

Impact of Covid-19 – showing 2019-20 compared to 2020-21 on the PI standings reports:

- (i) Staff Posts
- (ii) FTE Cleaning Operatives / Operational Supervisors
- (iii) Staff costs

Collect "PPE and other Covid related equipment as % of total expenditure"

Profile information on the "green" chemicals / equipment used

New Covid-related absence questions

Would you like some help in actually completing your data?

Free support available to performance networks members

[Click here to book online](#)

Due to the Covid-19 pandemic, APSE is offering free support for those councils who have not yet sent in their data for 2019-20. This will help you to complete your data for the next round of reports –



Already registered?

N

Complete the form with contact details and which service areas you need to access.

APSE will then email the service contact for authorisation to add you as a report or data contact.

Once authorisation is received, your account will be set up.

You will receive an email from **webportal@apse.org.uk** with instructions to set your account up

Y

If you have been registered but have not accessed the portal before, you may need to reset your password.

Login to the portal
pn.apse.org.uk and click on forgot your password. You will immediately be sent a reset link. If this does not arrive check your firewall settings as it may have been sent to your junk email folder.

Hurray! You can log on to the portal and access data templates and view your reports*

*if you have the correct level of access.

Report contact – can access the data templates AND view the reports

Data contact – can only access the data templates, they cannot view the reports

I don't know if I'm registered?

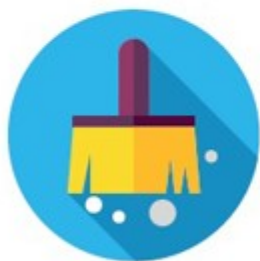
That's fine! Just check with the APSE staff at the registration desk today and they can tell you. Alternatively, you can email **webportal@apse.org.uk** and we can tell you.

How to... access the performance networks web portal

From January 1 2020 the old PN web portal will no longer be accessible so you need to make sure you are registered on the brand new portal

New Service Profile Table design and layout

Service Profile Tables



Building Cleaning



Cemeteries and Crematorium



Sports and leisure

Awards ceremony

The prestigious performance networks awards are a high profile occasion where both the best performing authorities and the most improved are awarded for their achievements.



This years awards will be held in spring 2021 and will include second batch participants.

NEW MUNICIPALISM

Delivering for local people and local economies

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