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Building cleaning

Thursday 9 January 2020

Debbie Johns, Head of Performance Networks, APSE

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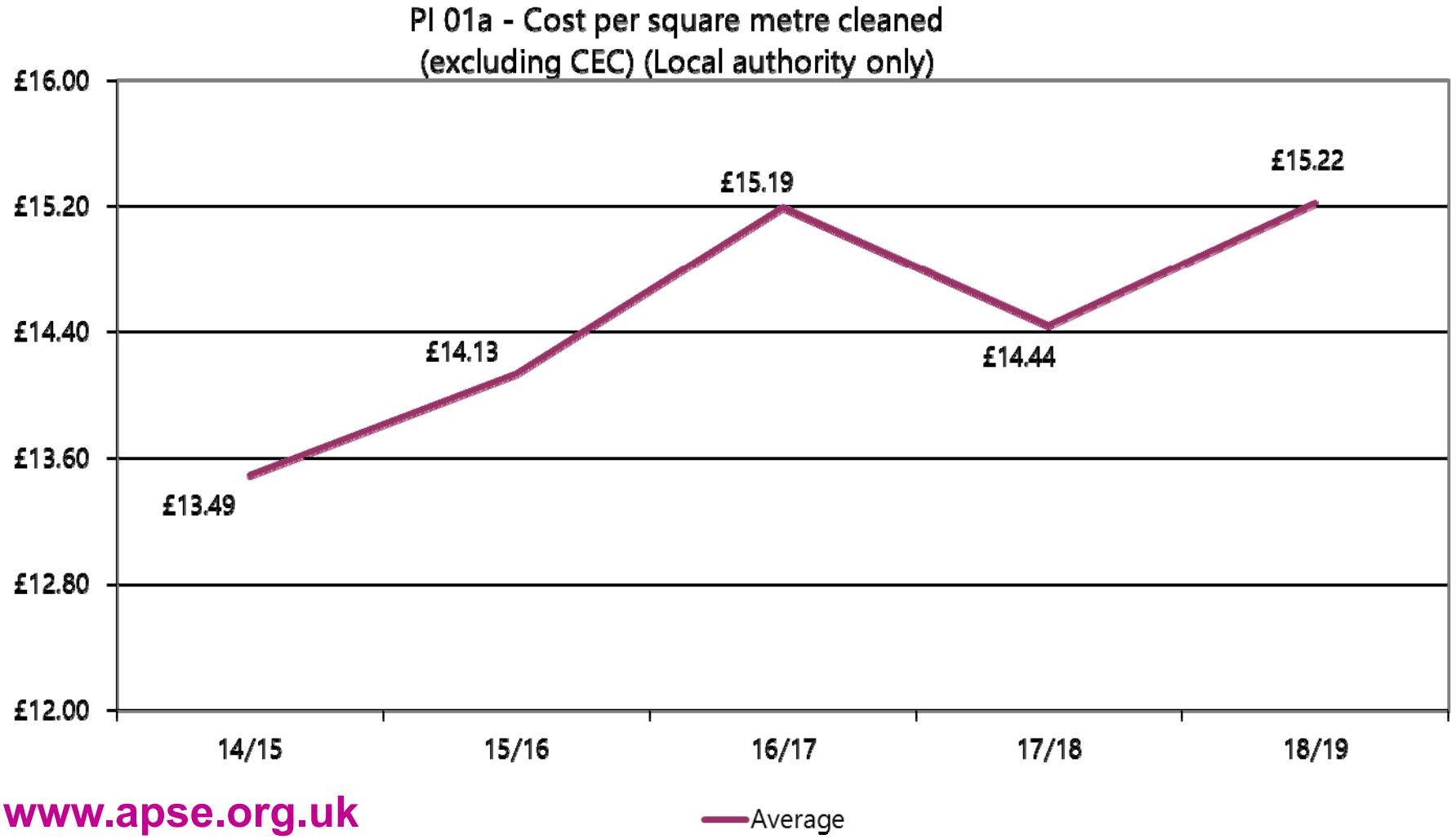
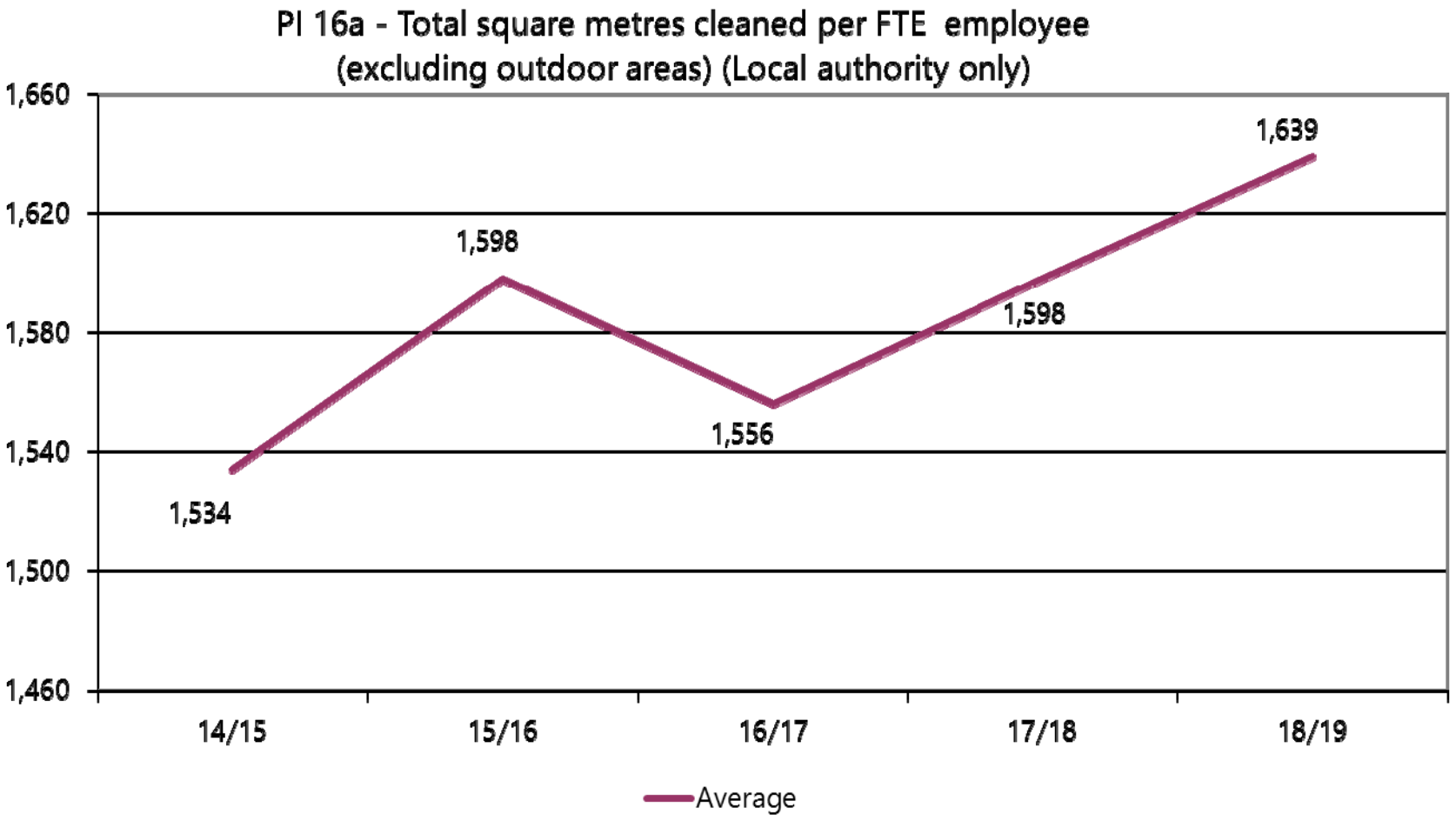
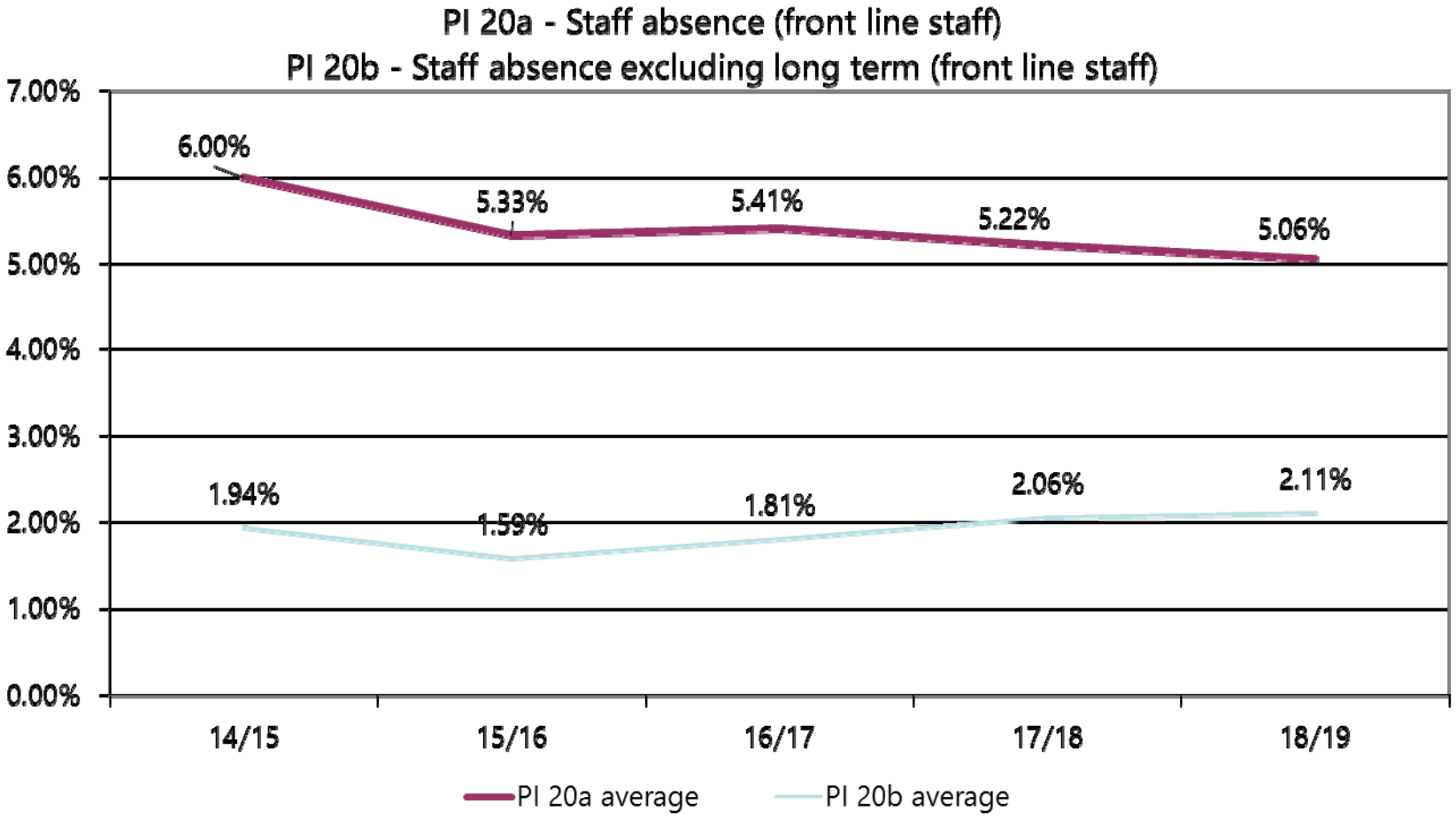
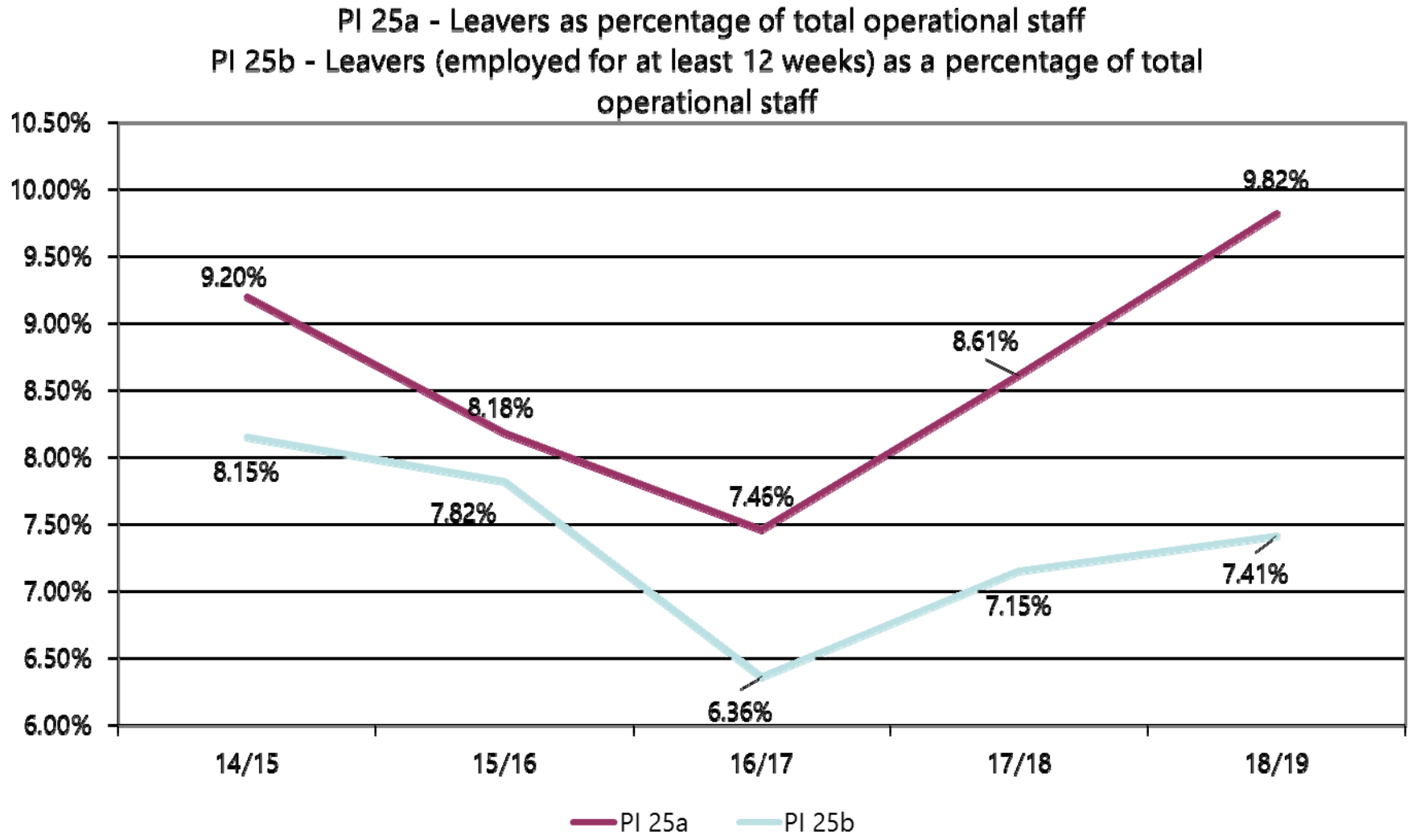
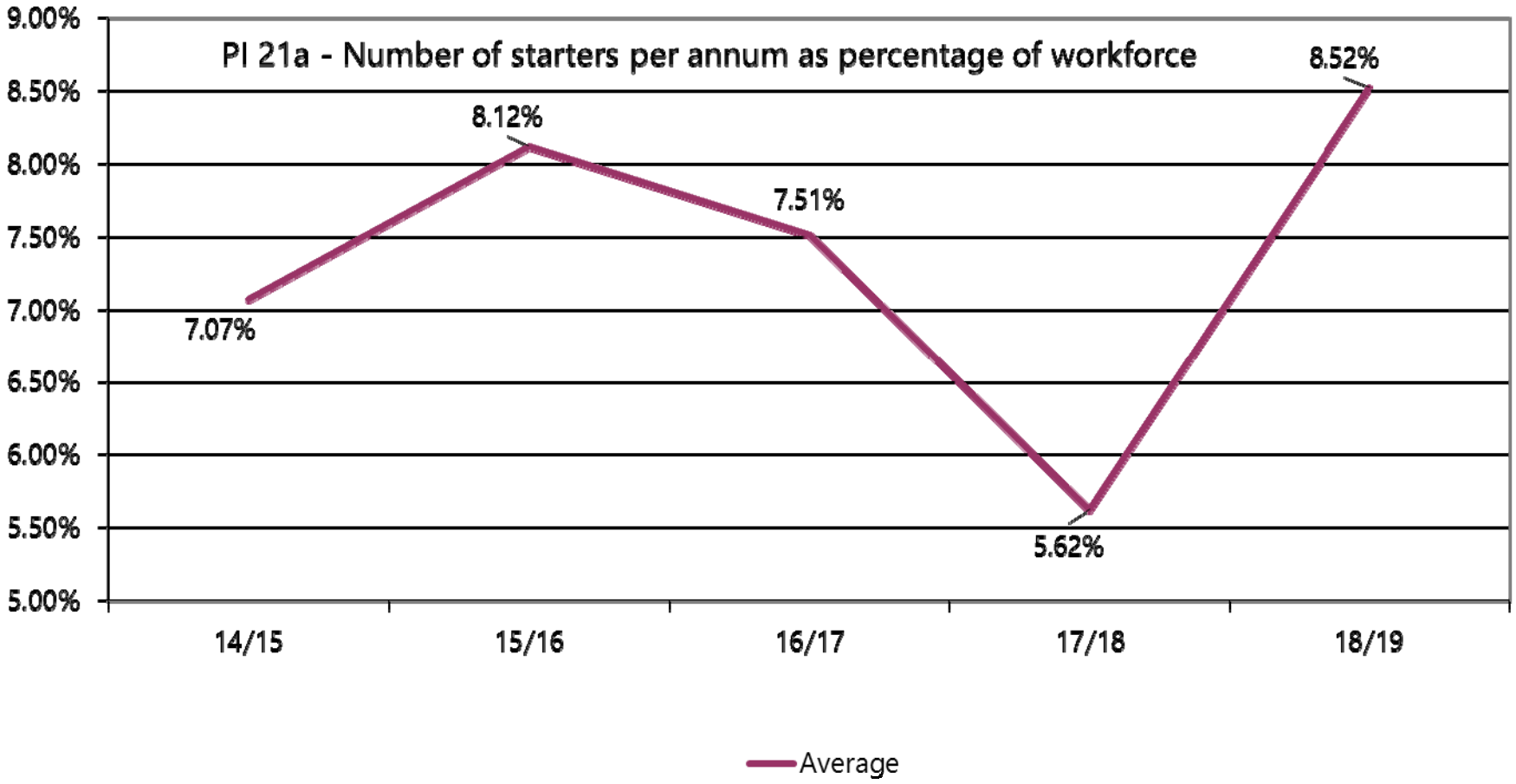
Trend analysis

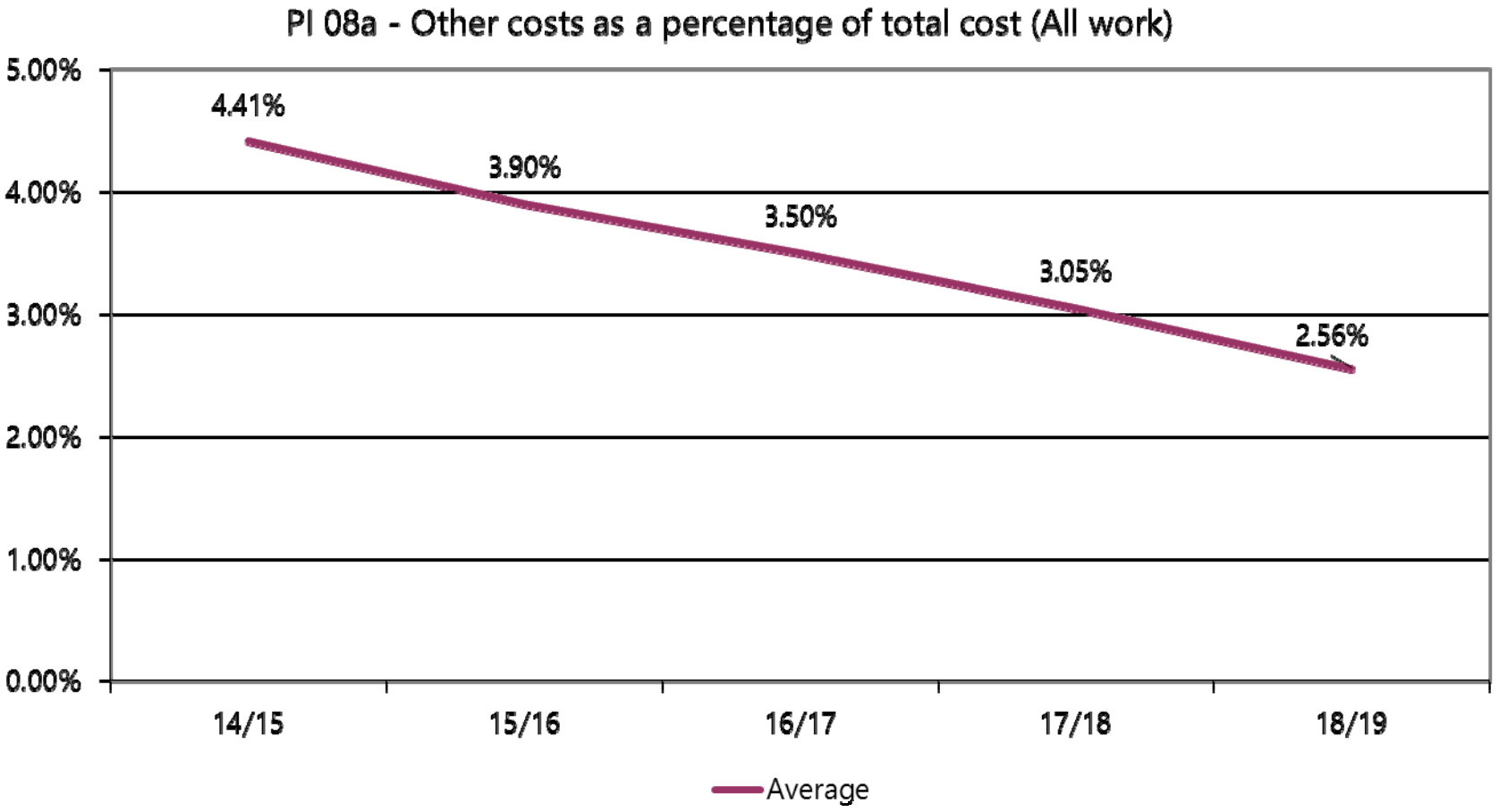



PI 16a - Total square metres cleaned per FTE employee
(excluding outdoor areas) (Local authority only)
1,660
1,620
1,580
1,540
1,500
1,460
1,534
1,598
1,556
1,598
1,639
14/15
15/16
16/17
17/18
18/19
Average


PI 20a - Staff absence (front line staff)
PI 20b - Staff absence excluding long term (front line staff)
7.00%
6.00%
5.00%
4.00%
3.00%
2.00%
1.00%
0.00%
6.00%
5.33%
5.41%
5.22%
5.06%
1.94%
1.59%
1.81%
2.06%
2.11%
14/15
15/16
16/17
17/18
18/19
PI 20a average
PI 20b average


PI 25a - Leavers as percentage of total operational staff
PI 25b - Leavers (employed for at least 12 weeks) as a percentage of total operational staff
10.50%
10.00%
9.50%
9.00%
8.50%
8.00%
7.50%
7.00%
6.50%
6.00%
9.20%
8.18%
7.46%
8.61%
9.82%
8.15%
7.82%
6.36%
7.15%
7.41%
14/15
15/16
16/17
17/18
18/19
PI 25a
PI 25b


PI 21a - Number of starters per annum as percentage of workforce
9.00%
8.50%
8.00%
7.50%
7.00%
6.50%
6.00%
5.50%
5.00%
7.07%
8.12%
7.51%
5.62%
8.52%
14/15
15/16
16/17
17/18
18/19
Average


PI 08a - Other costs as a percentage of total cost (All work)
5.00%
4.00%
3.00%
2.00%
1.00%
0.00%
4.41%
3.90%
3.50%
3.05%
2.56%
14/15
15/16
16/17
17/18
18/19
Average

Working group May 2019 - developments

- Simplification of the key drivers
- Possibility of creating a 'Trading organisation' report
- New data collection on commercial/external/private/cross boundary/non building cleaning work
- Number of buildings and square meters cleaned data update
- Bespoke country-specific reports

New business/commercial indicators

- Operational recovery ratio excluding CEC (commercial work only): **109.65%**
- Income generated per FTE (commercial work only): **£28,858**
- Commercial work as a percentage of all work (square metres cleaned): **8.85%**
- Commercial work as a percentage of all work (turnover): **10.66%**

Other developments

- Measuring customer satisfaction
- Web portal
- Audits and inspections

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Draft customer satisfaction survey

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	○	○	○	○	○	○
Service provider communication	○	○	○	○	○	○
Responsiveness of the cleaning service provider	○	○	○	○	○	○
Satisfactory resolution of problems	○	○	○	○	○	○
Friendly attitude of cleaning staff	○	○	○	○	○	○
Reliability/punctuality of cleaning staff	○	○	○	○	○	○
Flexibility of cleaning staff	○	○	○	○	○	○

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

	Don't know	Excellent	Good	Average	Poor	Very Poor
Standard of cleanliness	○	○	○	○	○	○

4. 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
Clear statement of service provided	○	○	○	○	○	○
Safe / tidy storage of cleaning equipment and materials	○	○	○	○	○	○
Health and safety practices	○	○	○	○	○	○

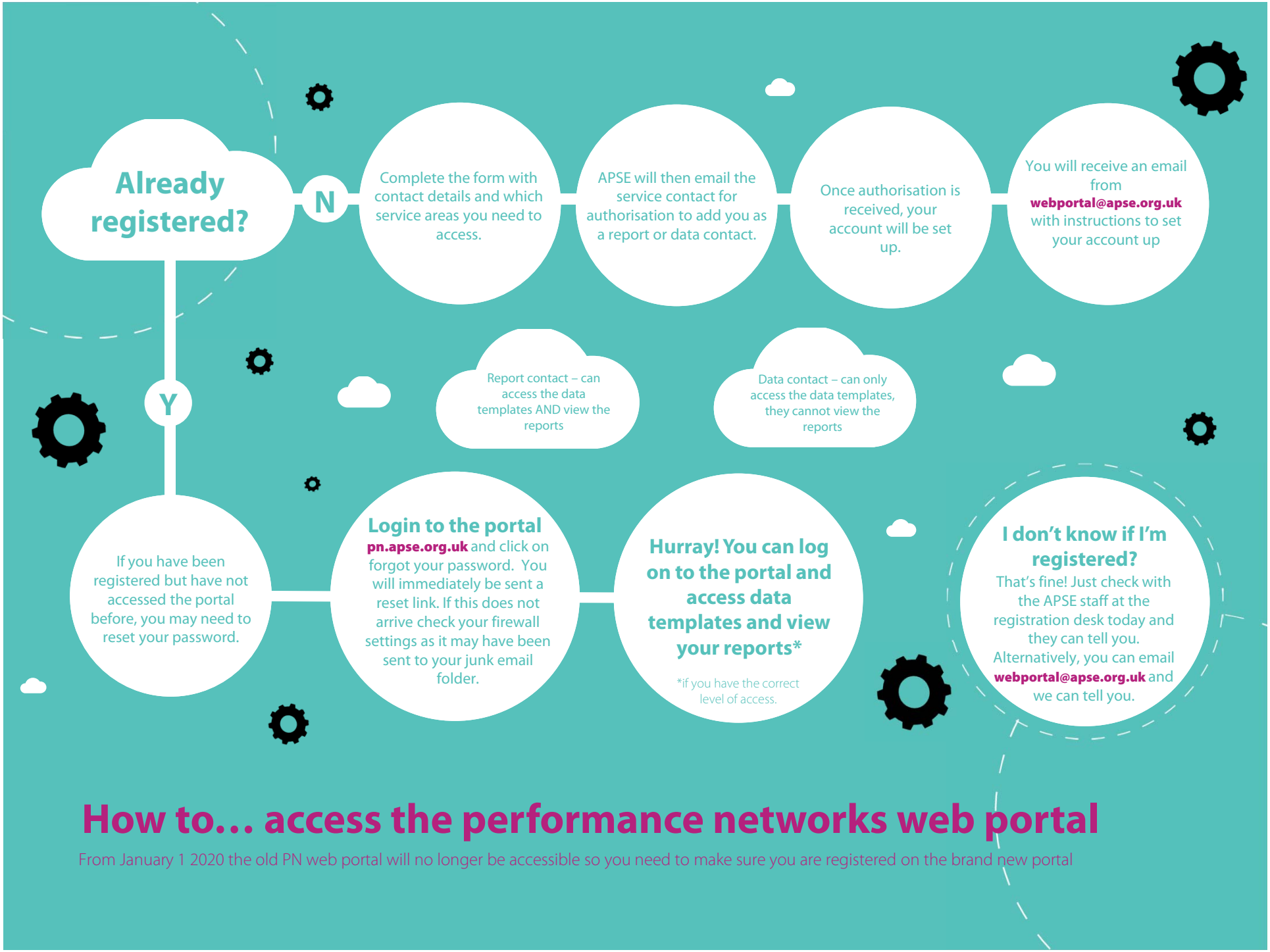
5. Please tell us how you think the building cleaning operation is performing with regards to each of the following aspects.

	Don't know	Excellent	Good	Average	Poor	Very Poor
Invoicing process for cleaning services	○	○	○	○	○	○

6. Please add any comments that you would like passed on to the Building Cleaning service.

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



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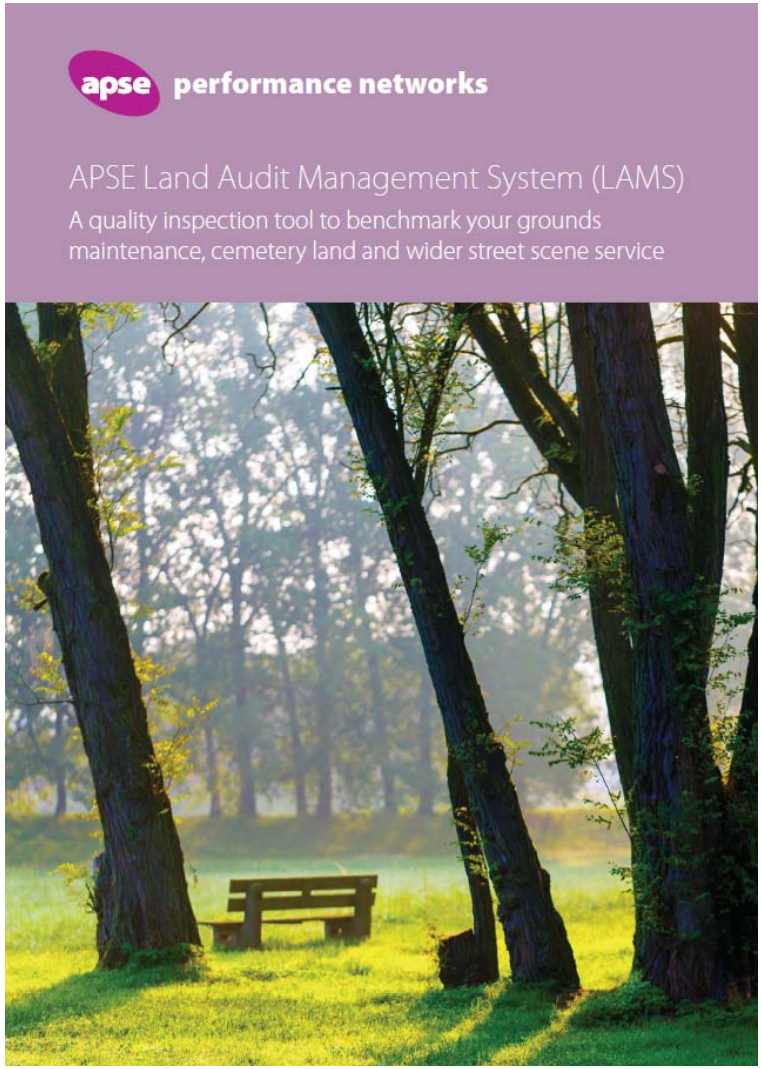
LAMS

- Land Audit Management System
- Developed in Scotland and rolled out on a UK wide basis
- Monitor grounds maintenance, street cleansing and cemetery land.
- Simple and effective performance measuring system
- App has been developed and is being used by LA staff and volunteers



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Building cleaning and LAMS

How this could be applied to inspecting building cleaning.

- The App currently allows inspectors within councils to score pieces of land for things like the quality of grass cutting, quality of flower bed maintenance, presence of litter etc.

Building Cleaning

- Can be expanded so that councils can carry out Building Cleaning inspections/audits in a separate module on the App.

- This was discussed at the Building Cleaning working group in May where we agreed to write to member councils to gauge the level of interest in this.

Building Cleaning

We have attached some screenshots so that you can see how the App would work. It includes 4 different surveys for the following types of buildings:

- Educational establishments
- Leisure centres
- Offices
- Public conveniences

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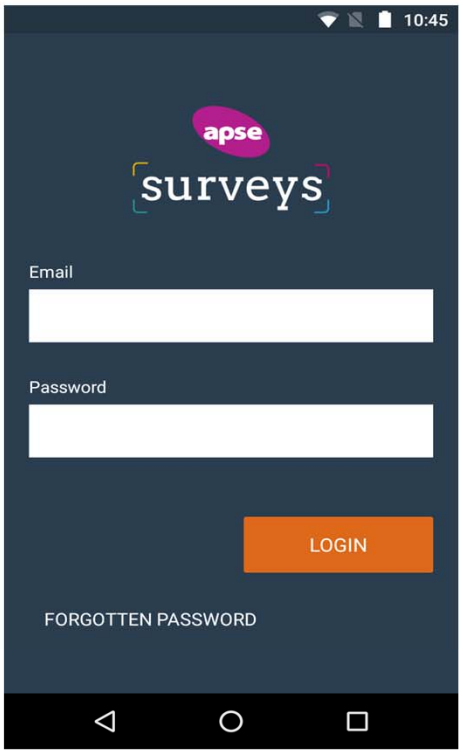
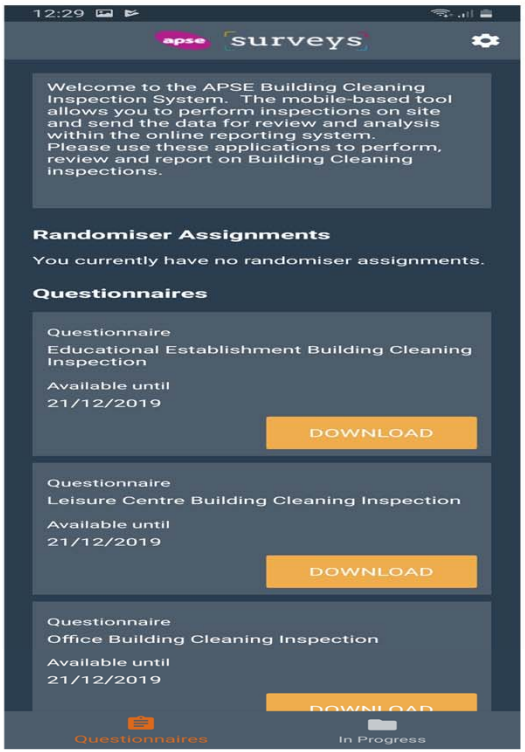
USING THE APSE BUILDING CLEANING SURVEYS IN THE APP

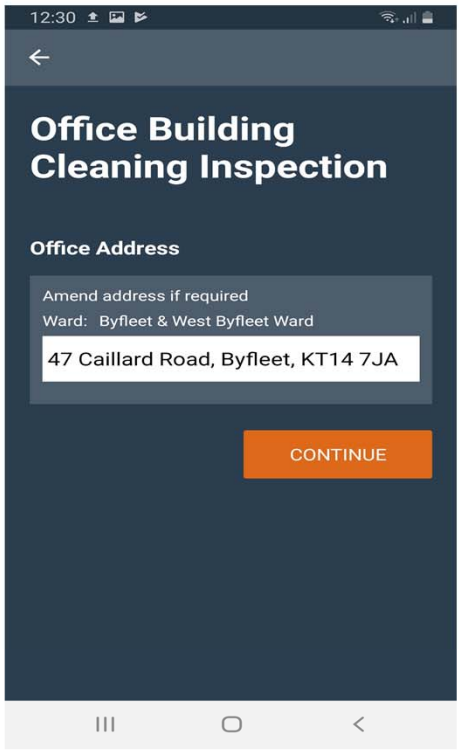


On opening the app, login with the email and password for the Building Cleaning Surveys system.



First page shows the available surveys.

Select the Office Building Cleaning Inspection



Address is populated but can be amended.

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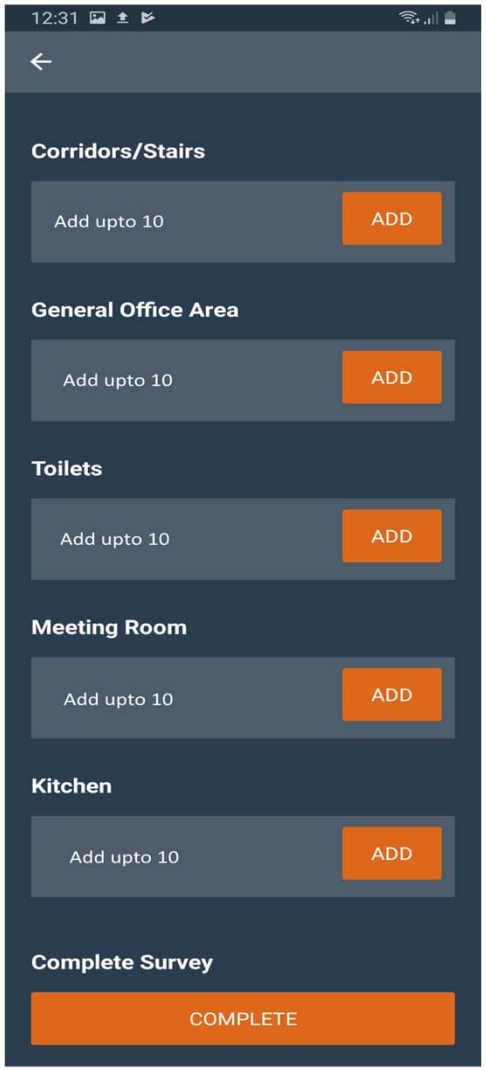
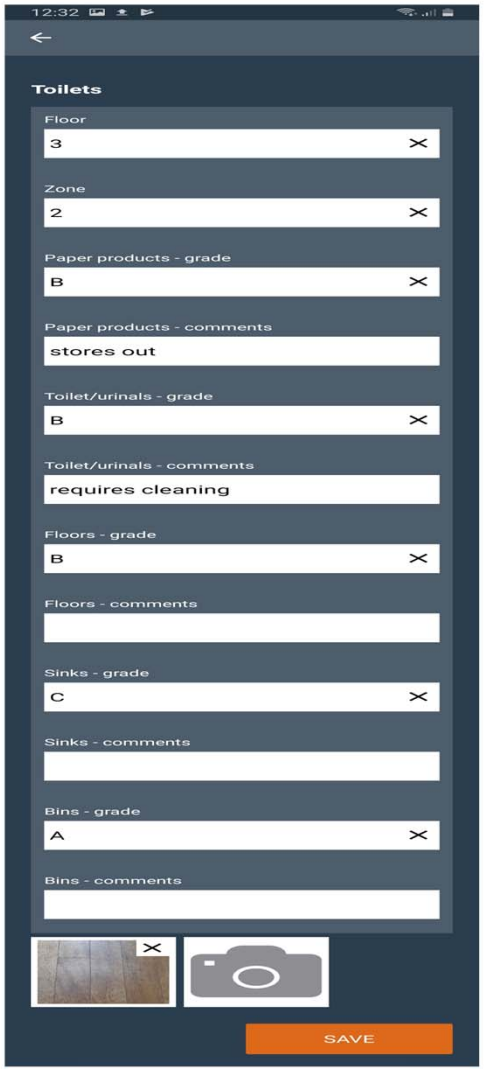
Select the section of the Office Building you wish to Inspect first.





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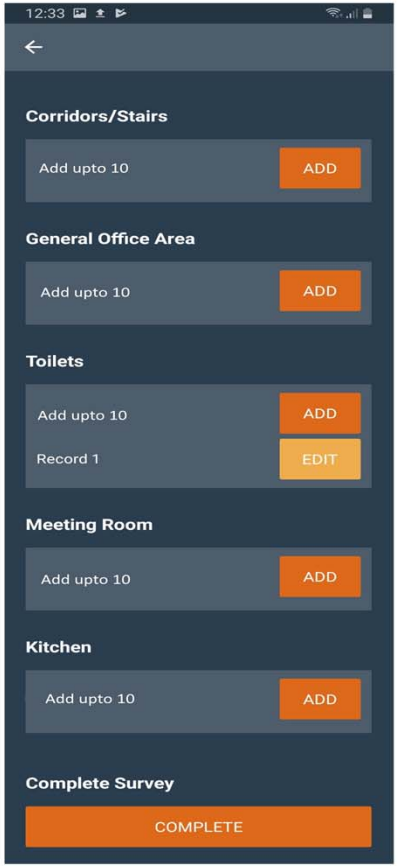
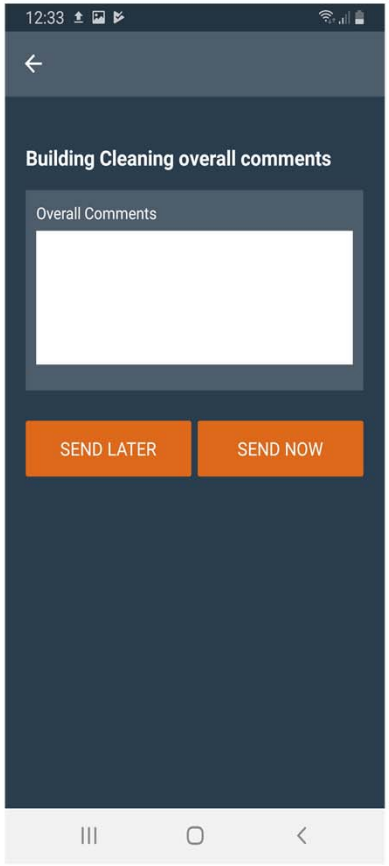


Completed sections available to edit, upto 10 can be added for each inspection area.

Once all done tap Complete.



Enter overall comments if needed and send now or later.

Building Cleaning

- The questions, grades and descriptions would be discussed and decided by a working group if there is sufficient interest in developing this. 15 councils so far have registered their interest.

- This would only be available to members of APSE performance networks and would cost £600 per year per authority.

Building Cleaning

- There is no maximum on the amount of users who can be registered for the App and the price is per authority as opposed to per user.

- Free training sessions would be held at locations around the UK to train you up on how to use this so that this training can be cascaded to others in your local authority on a ‘train the trainer’ basis.

Building Cleaning

- Compared to paper-based systems, the App will reduce the duration of inspections.
- The App automatically identifies location through GIS and requires photographic evidence to support the grading for validation purposes.
- It is user friendly so that you can train your new staff efficiently and it reduces the time it takes to submit inspections as this is through a click of a button.

Building Cleaning

- Providing the demand is proven, the results from participating authorities can be benchmarked throughout the year, so that you can compare grading / cleanliness levels not only by authority, but by building and feature type thus becoming an invaluable management tool producing meaningful data.
- This can be used to prove value for money and to promote how effective your service is.
- Not only would this data be available ‘live’ via the cloud but also feed into the performance indicator reports and can contribute to the awards criteria.

Q's

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