



State of the Market in Building Cleaning 2016

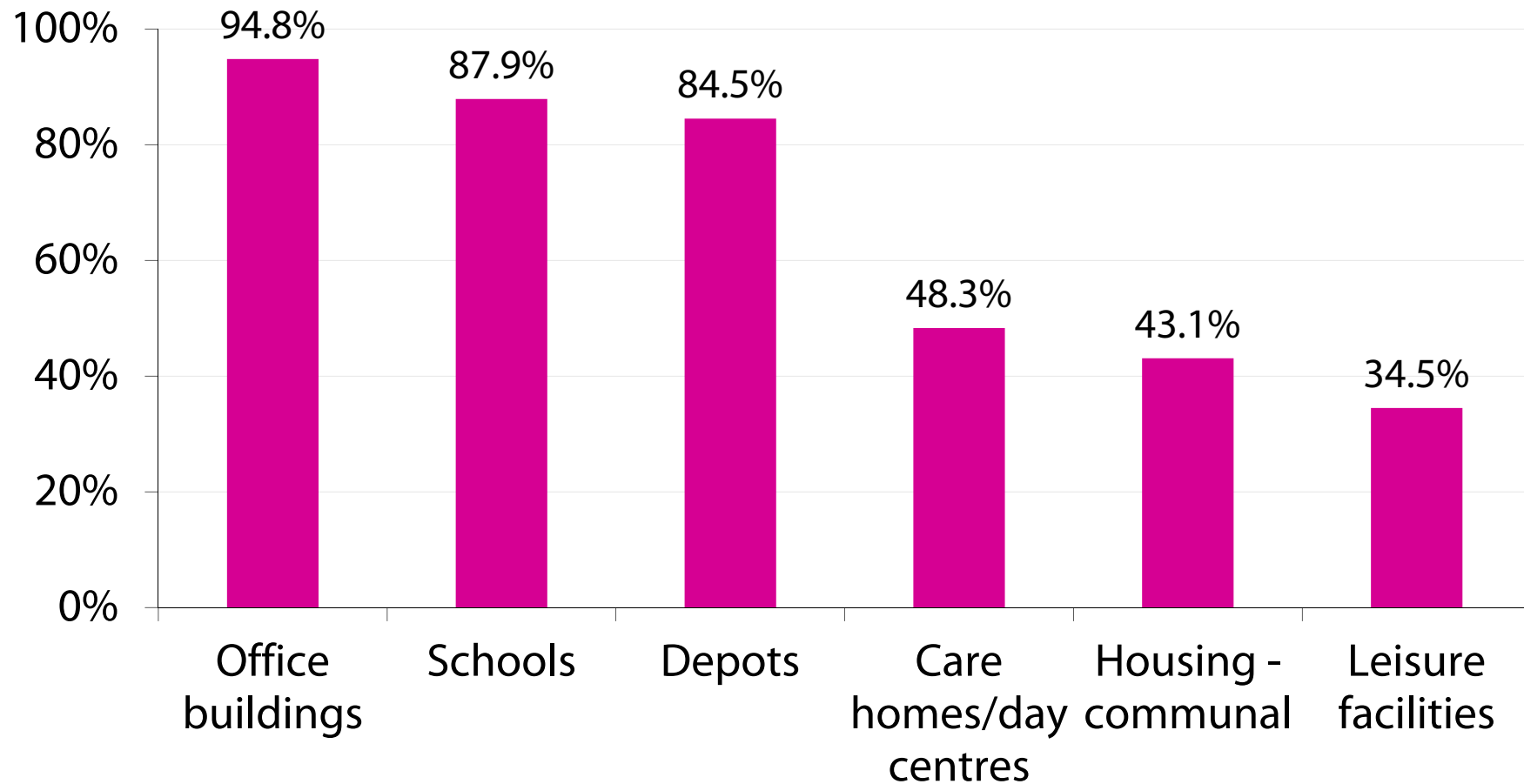
Rob Bailey
Principal Advisor, APSE

Results of the 2016 survey

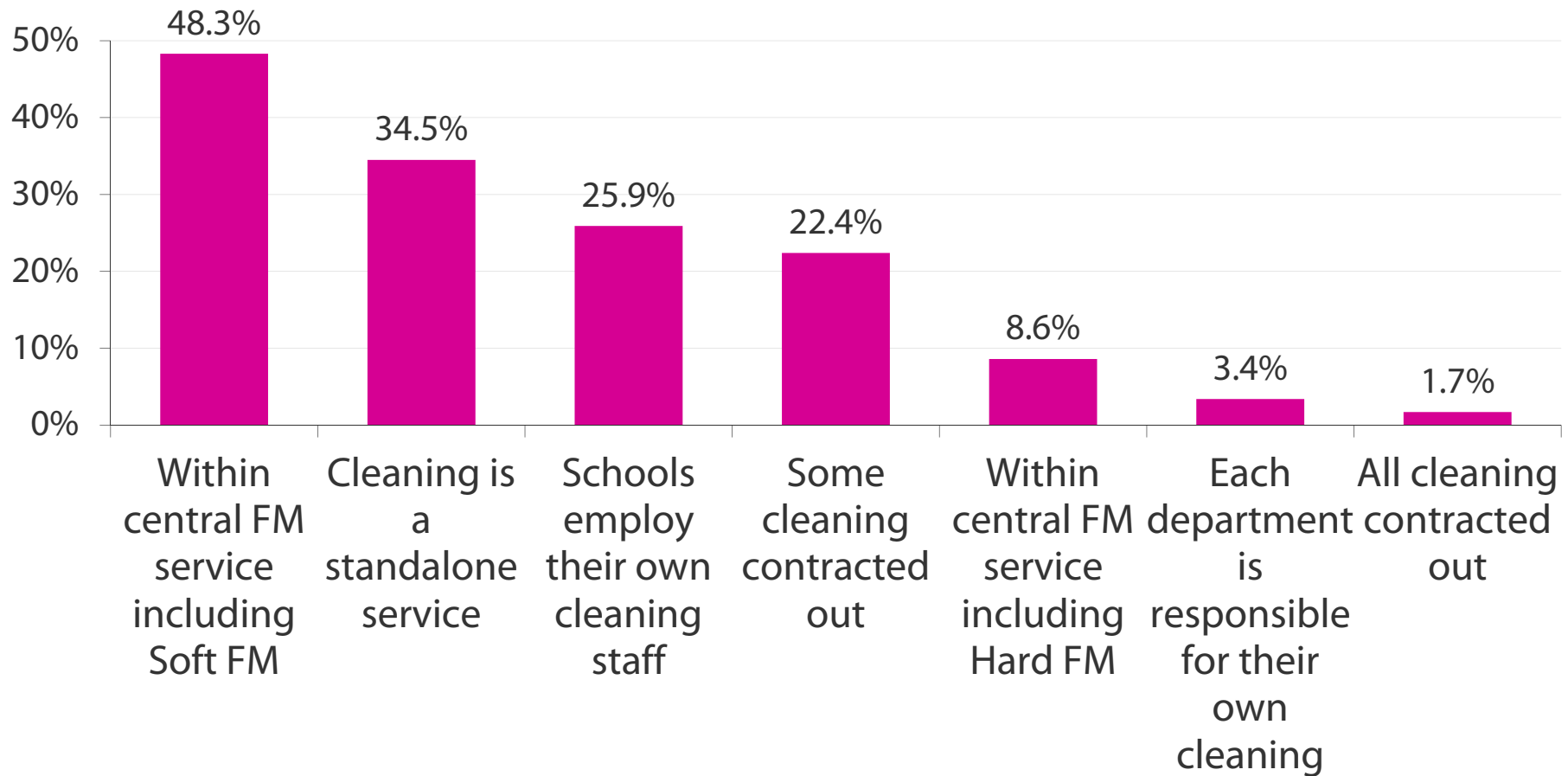


- **Provision of services** - 87.9% were in-house service providers of whom 62.7% expected to remain as in-house providers in 2 years time.
- **Running of services** - 56.9% run cleaning together within a central FM service and 34.5% run cleaning as a standalone service.
- **Workload** - 41.4% expect the cleaning section's workload to increase over the next 12 months. The majority (76.8%) also expected their own personal workloads to increase. 77.2% are expecting reduced hours/frequency per building, 56.6% are expecting to re-negotiate specifications.
- **Staffing** - 67.3% are expecting reduced cleaning staff numbers and 52.7% are expecting reductions in management numbers.
- **Wages** – 60.3% are currently subject to the Living Wage.
- **Absence** – 56.9% are reporting their absence levels are above average.

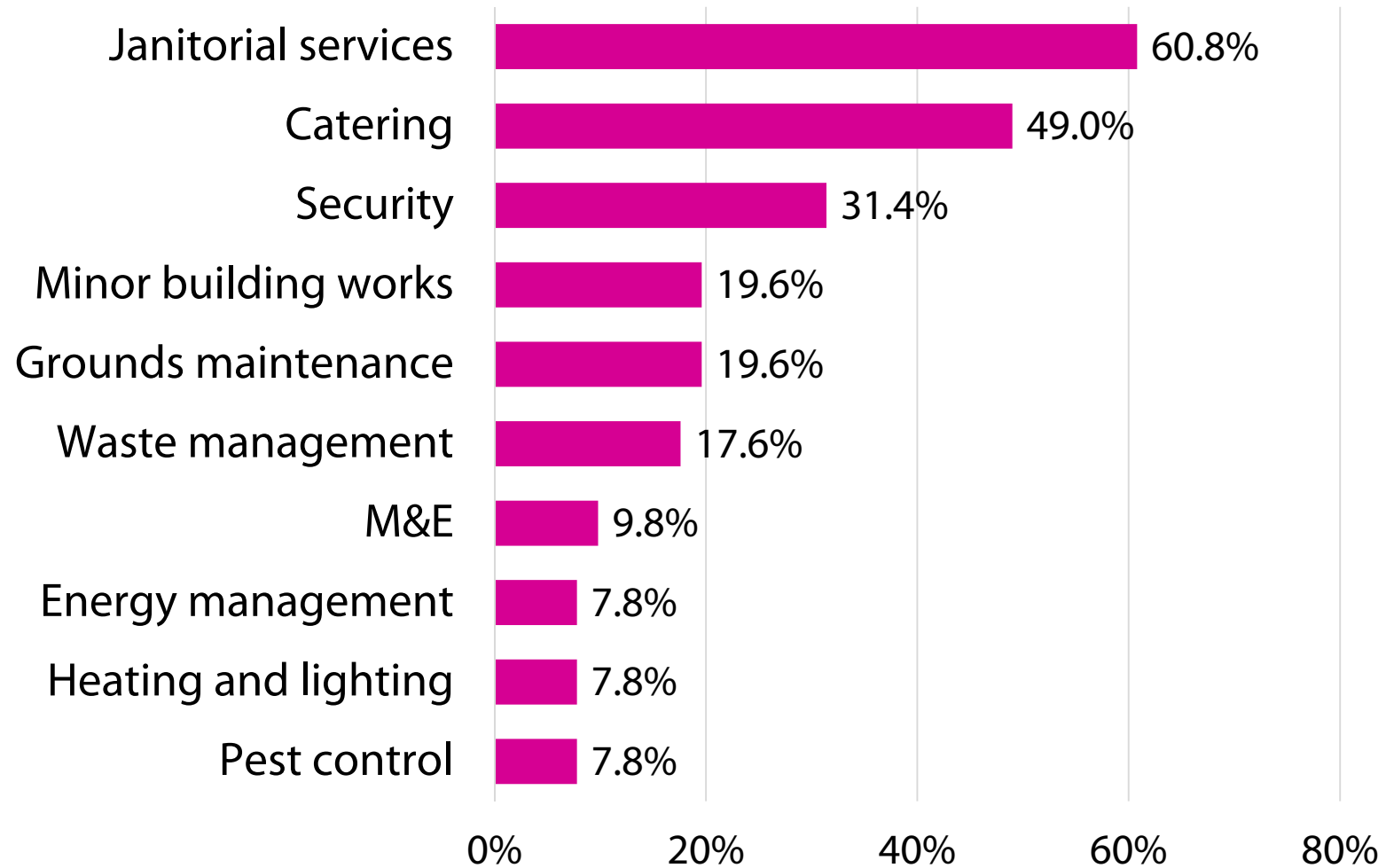
What buildings does your service currently clean? (Tick all that apply)



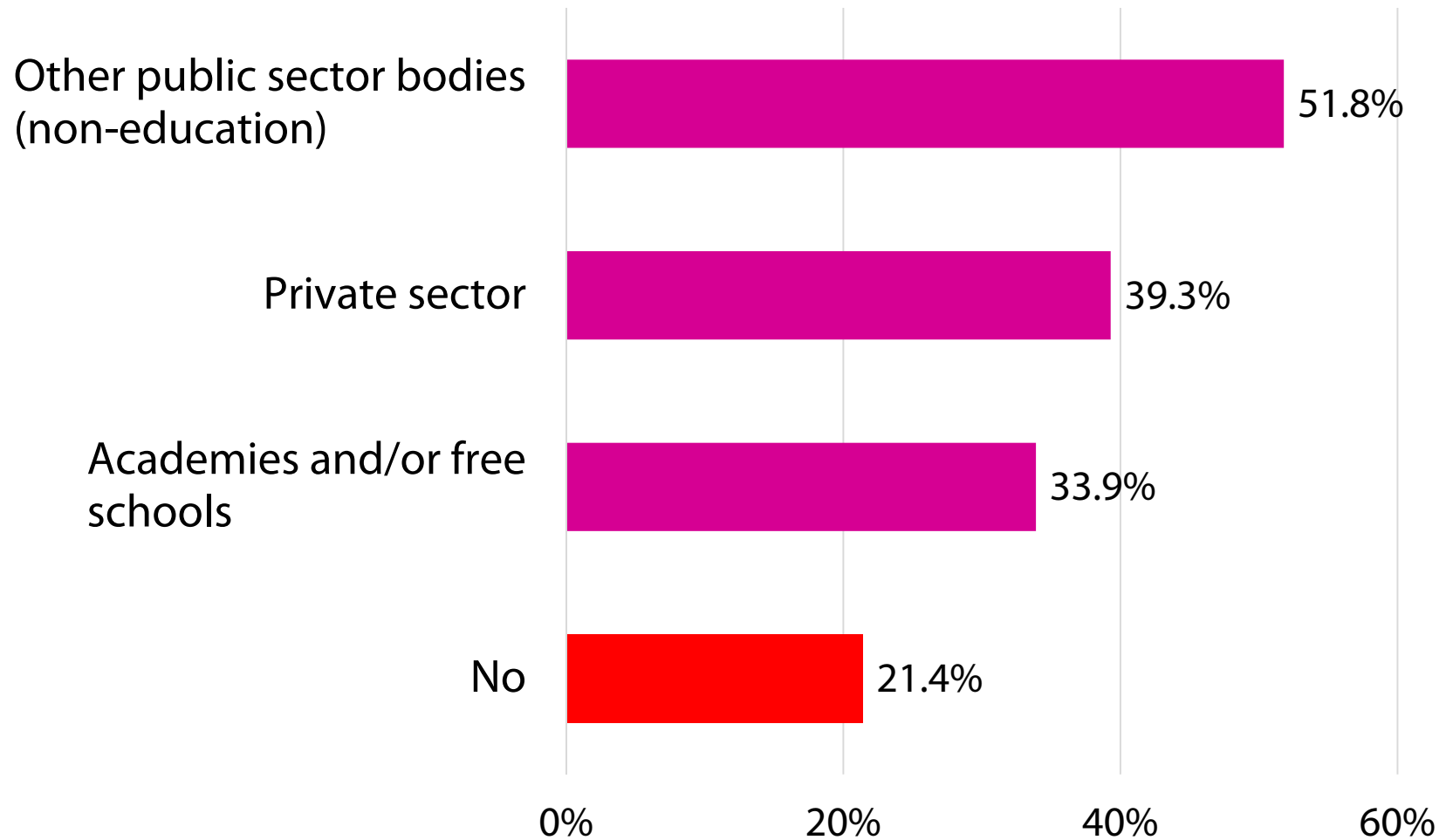
Organisation of cleaning services within the Council (Please tick all that apply)



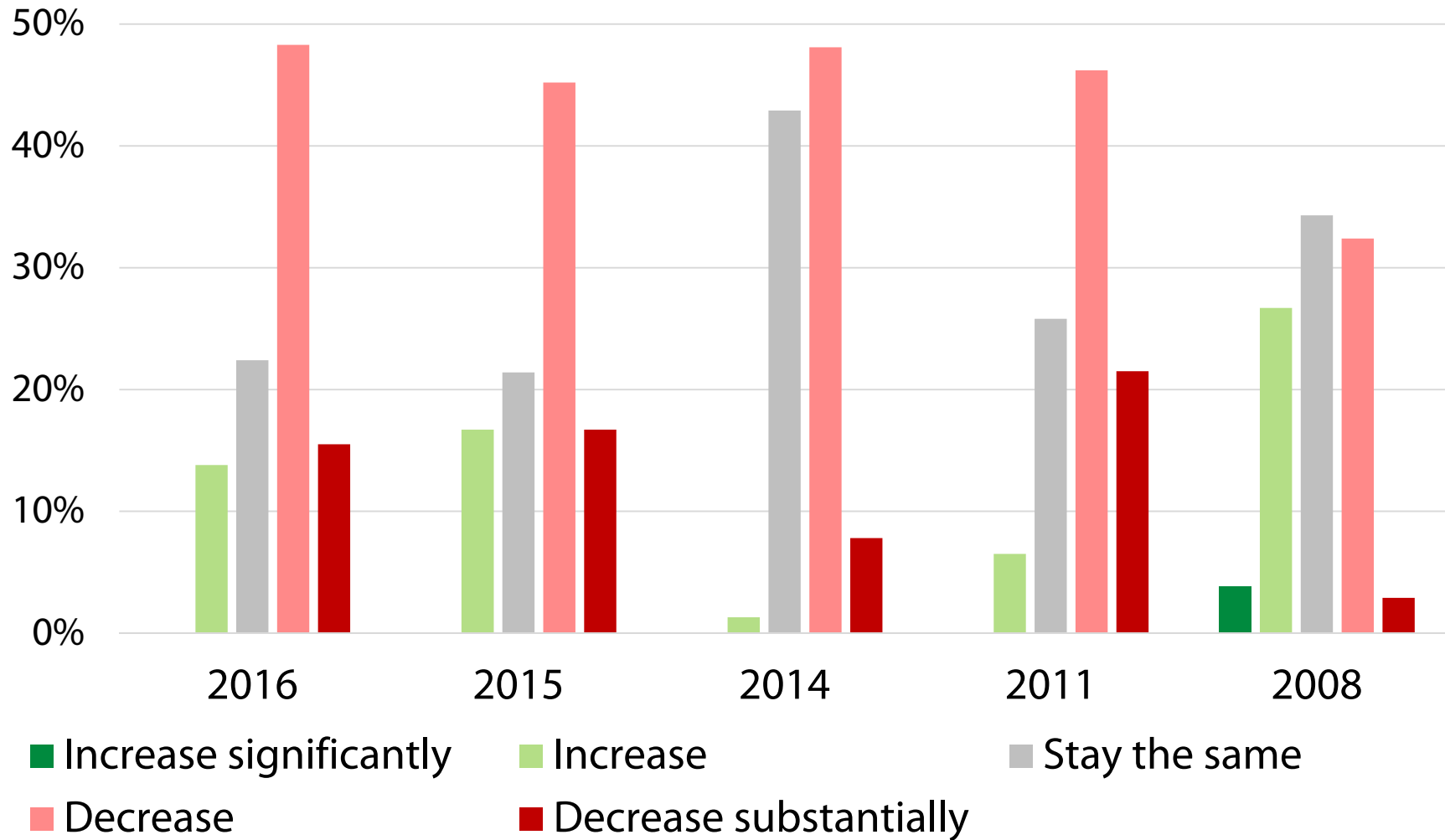
Which other services are you responsible for?



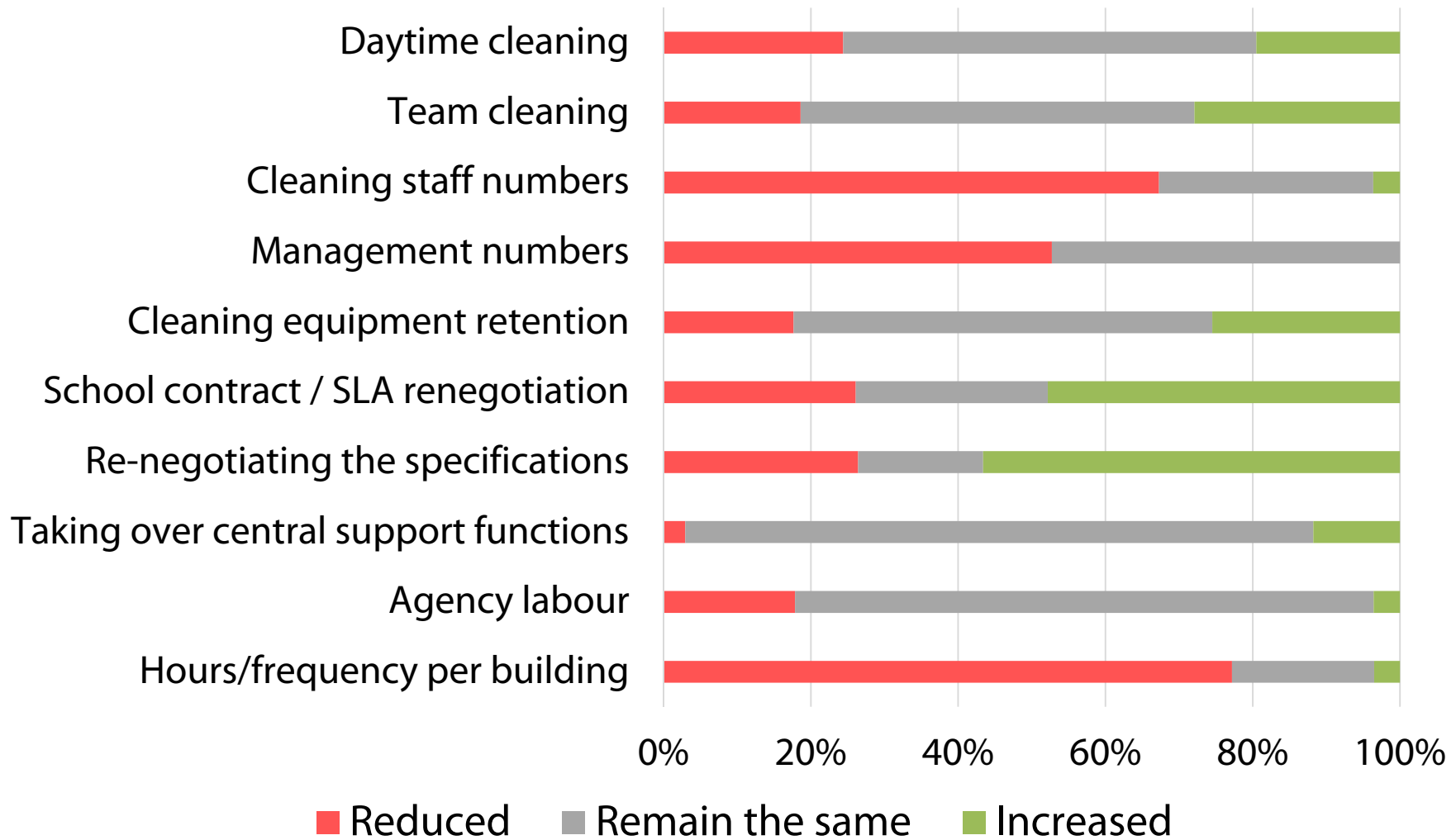
Do you sell your services outside of the local authority?



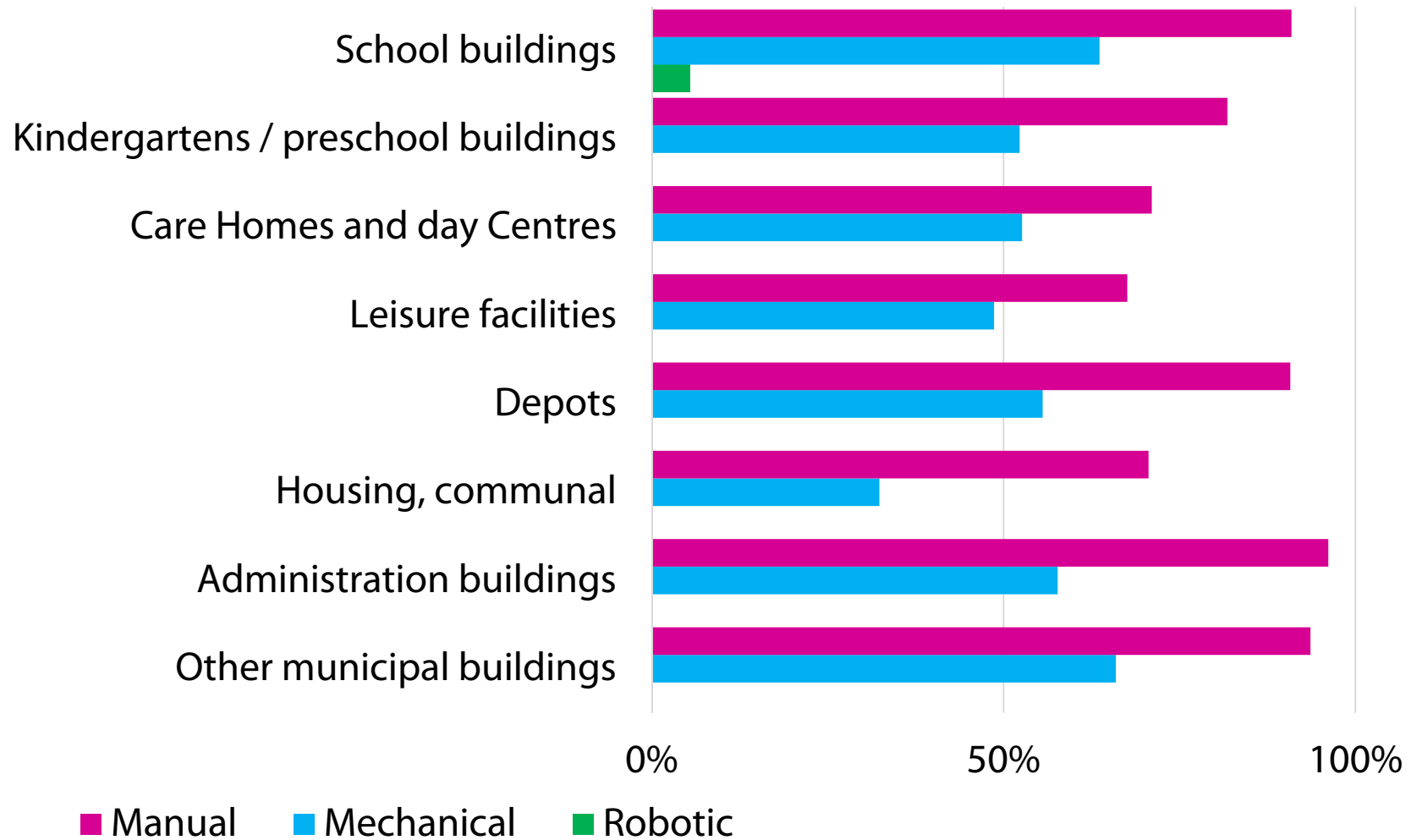
How do you expect the cleaning budget to change next year?



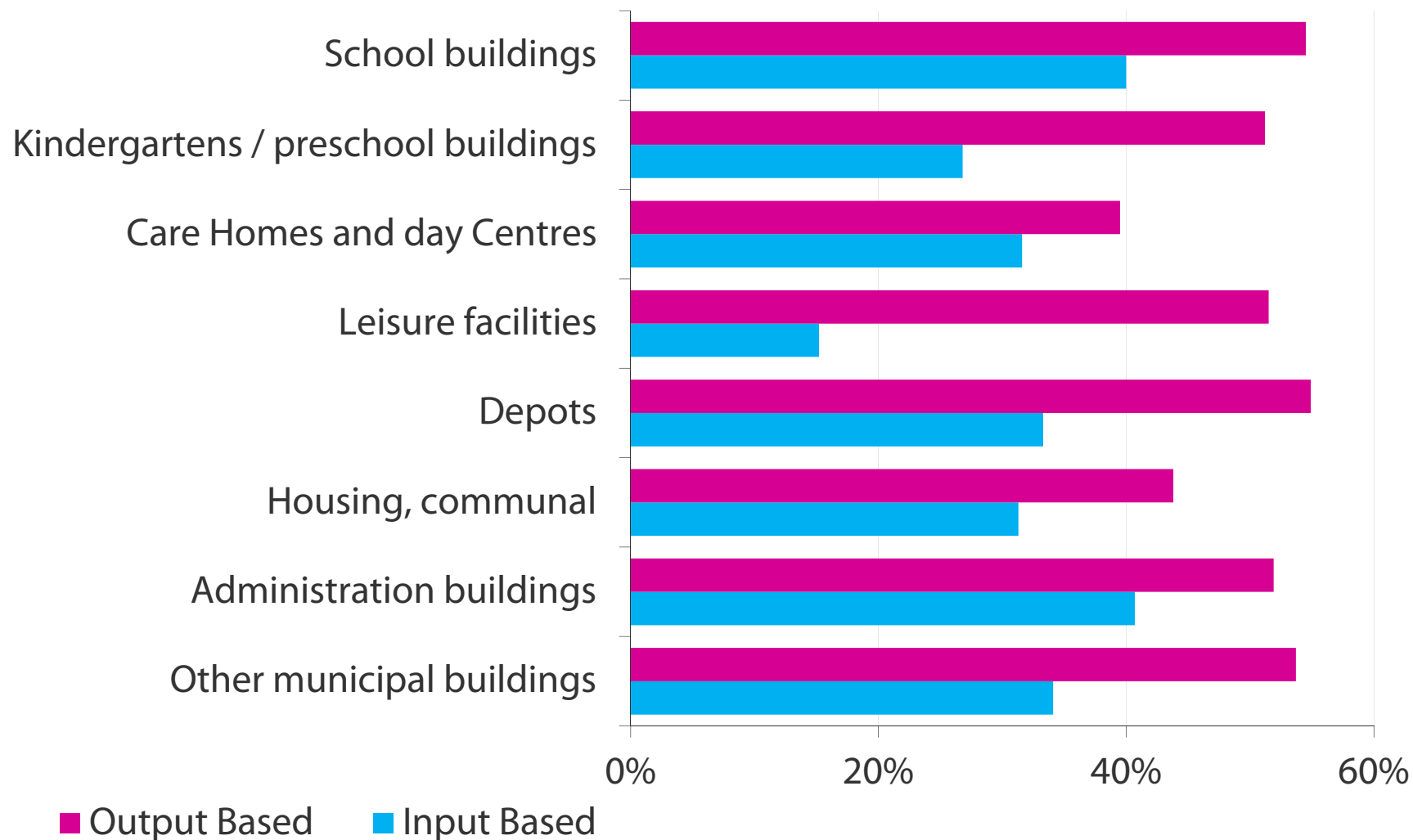
How do you expect the service to change over the next year?



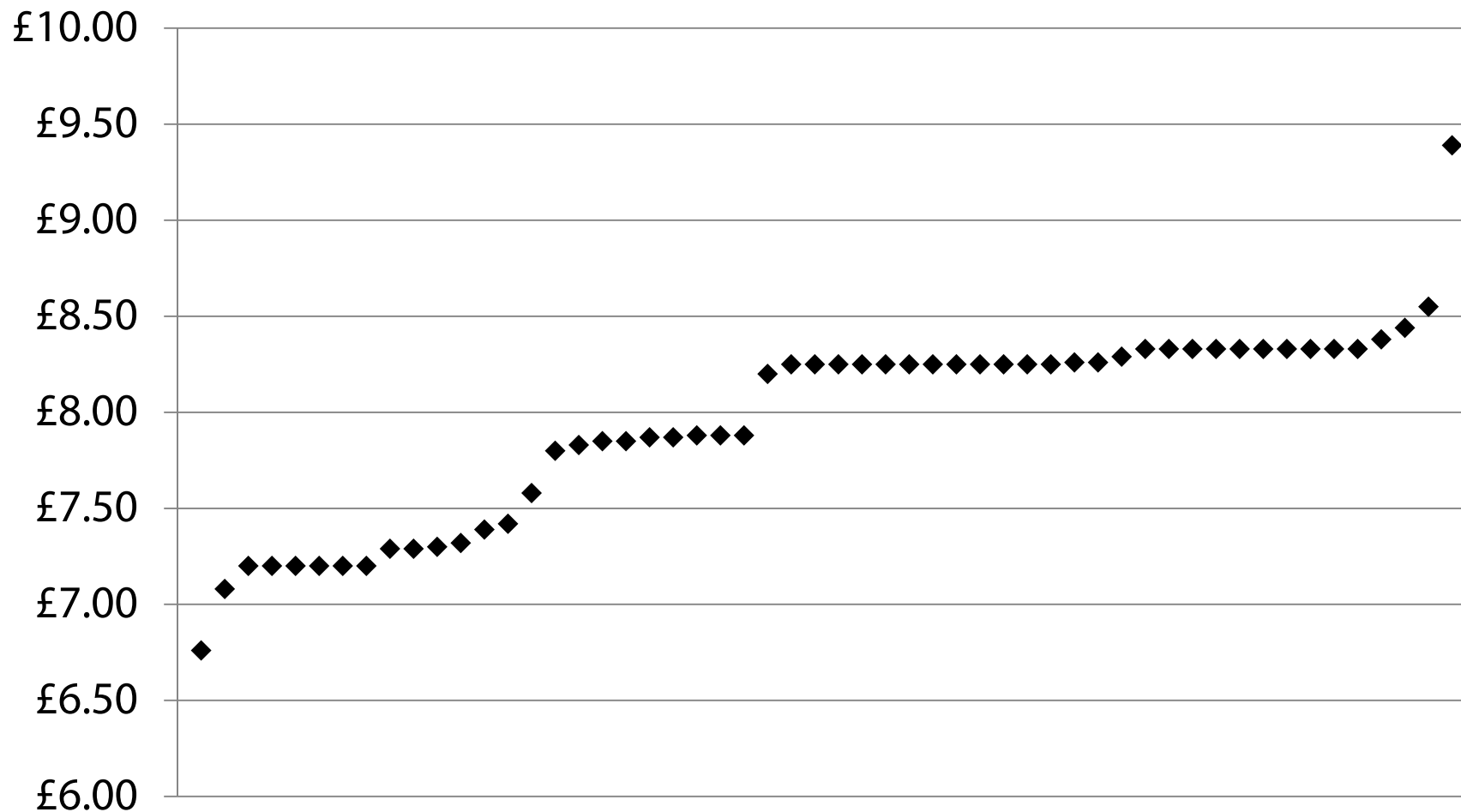
What cleaning methods do you employ in the following buildings? (Tick all that apply)



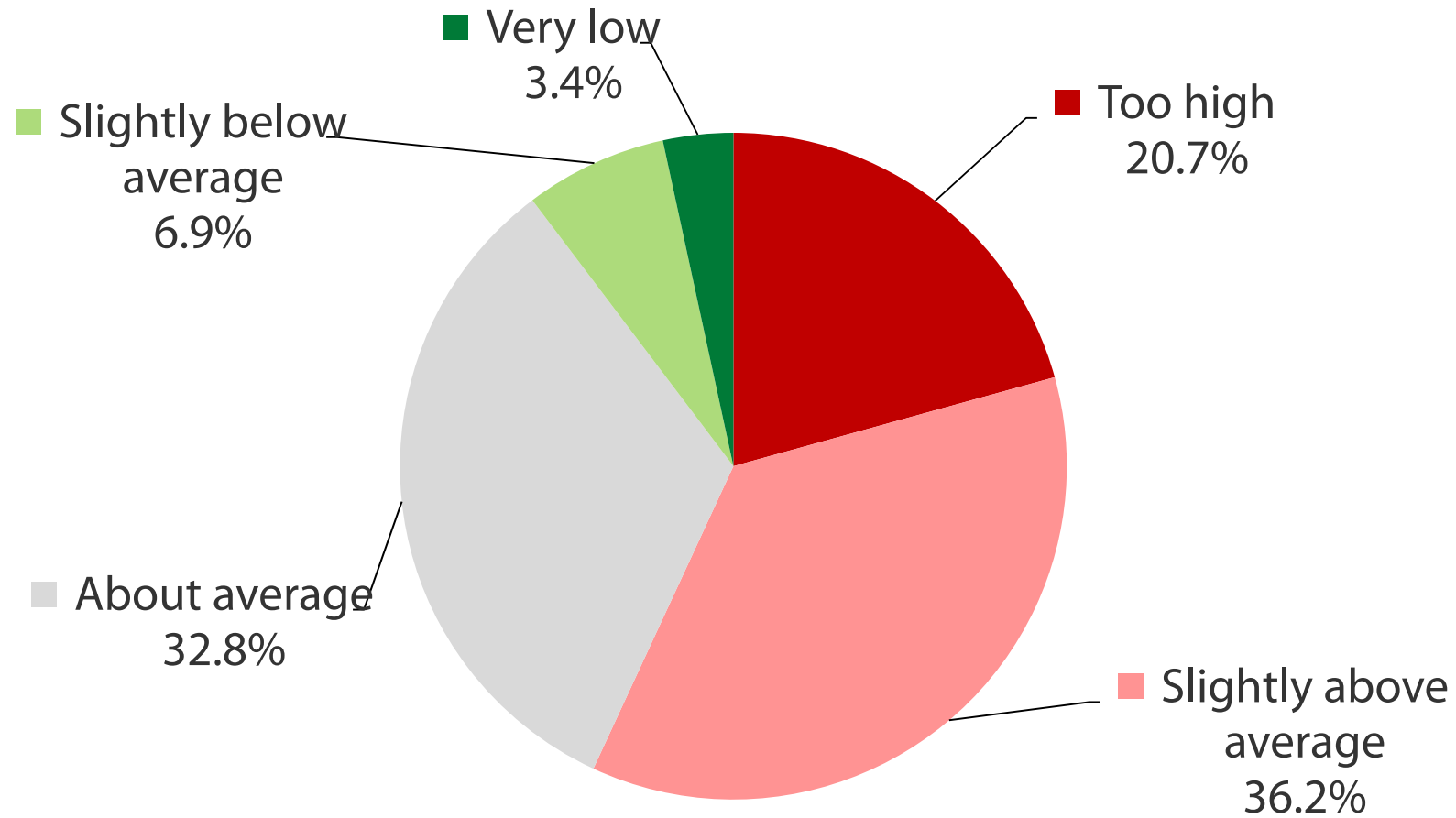
What type of cleaning specification do you work to in the following buildings? (Tick all that apply)



Hourly wage for a cleaning assistant (Average = £7.98, Lowest = £6.76, Highest = £9.40)



Are staff absence levels at an acceptable level?



Growth / Decline

Growth

- Wider FM services
- External contracts
- Other public sector
- Complete Landlord model

Decline


- Closures of buildings
- Academisation



**Performance
Networks**


Building Cleaning 2016

Case Studies

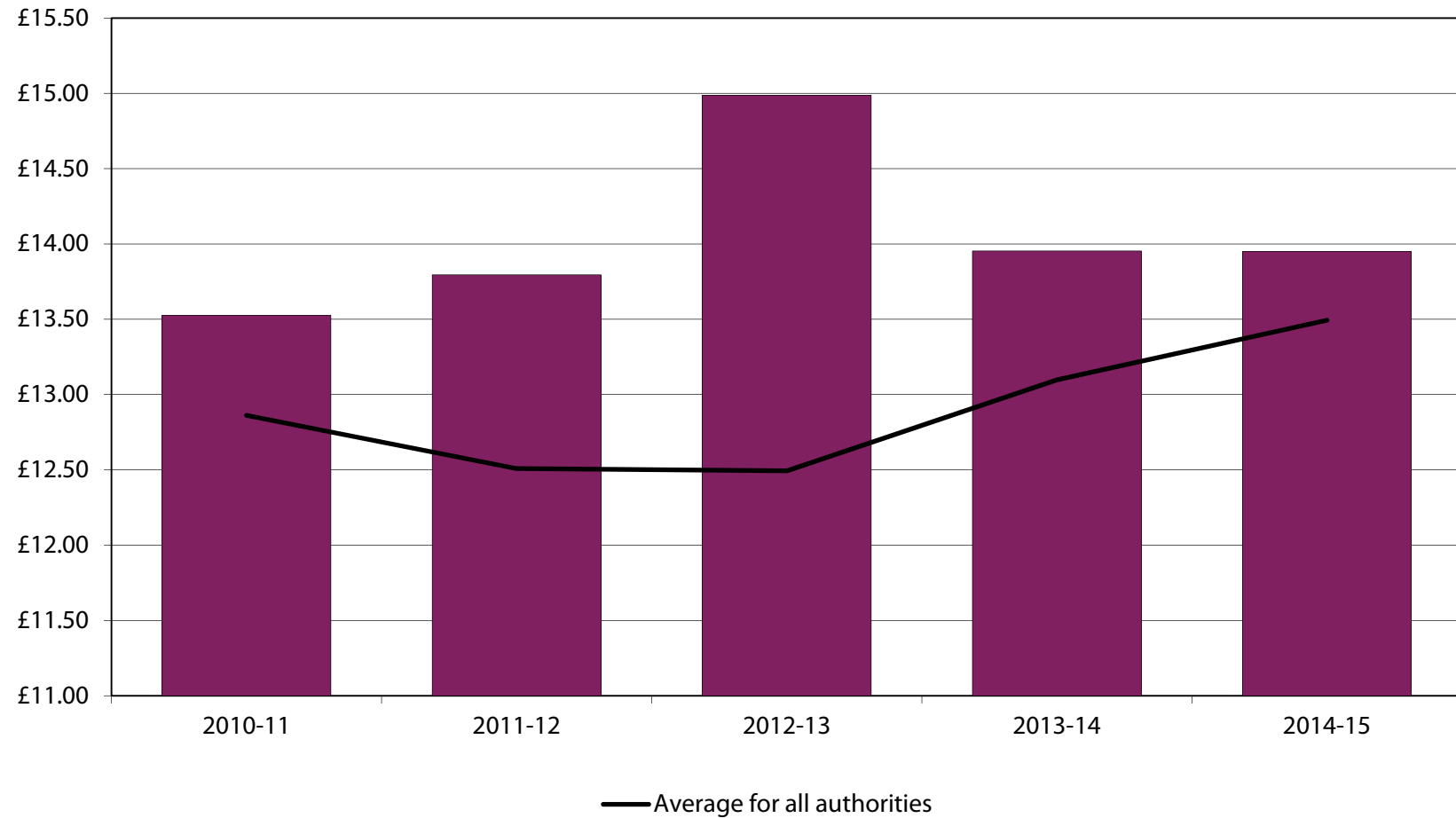
 **performance networks report**

Improving performance with reduced costs
June 2015

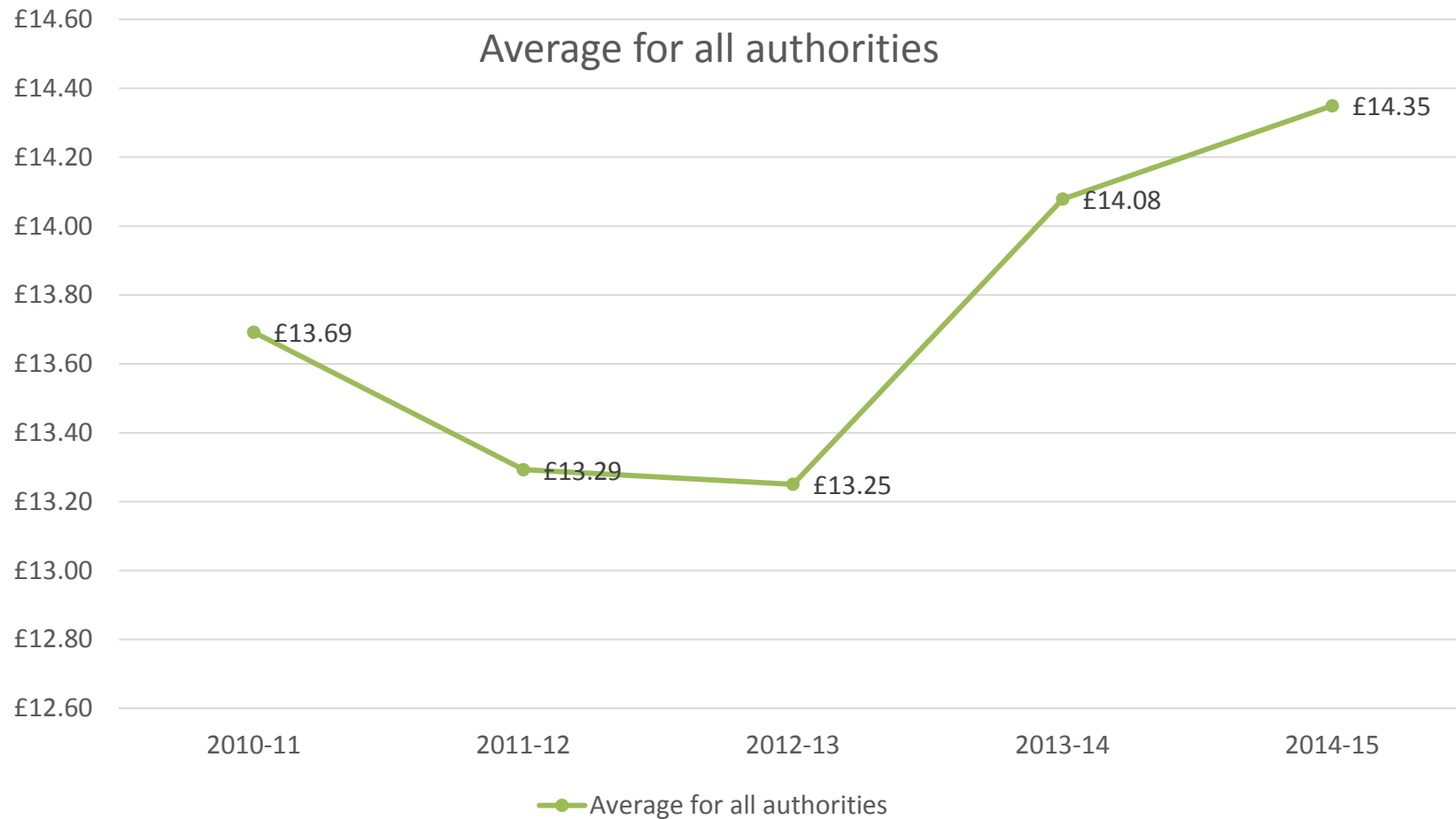
Case studies



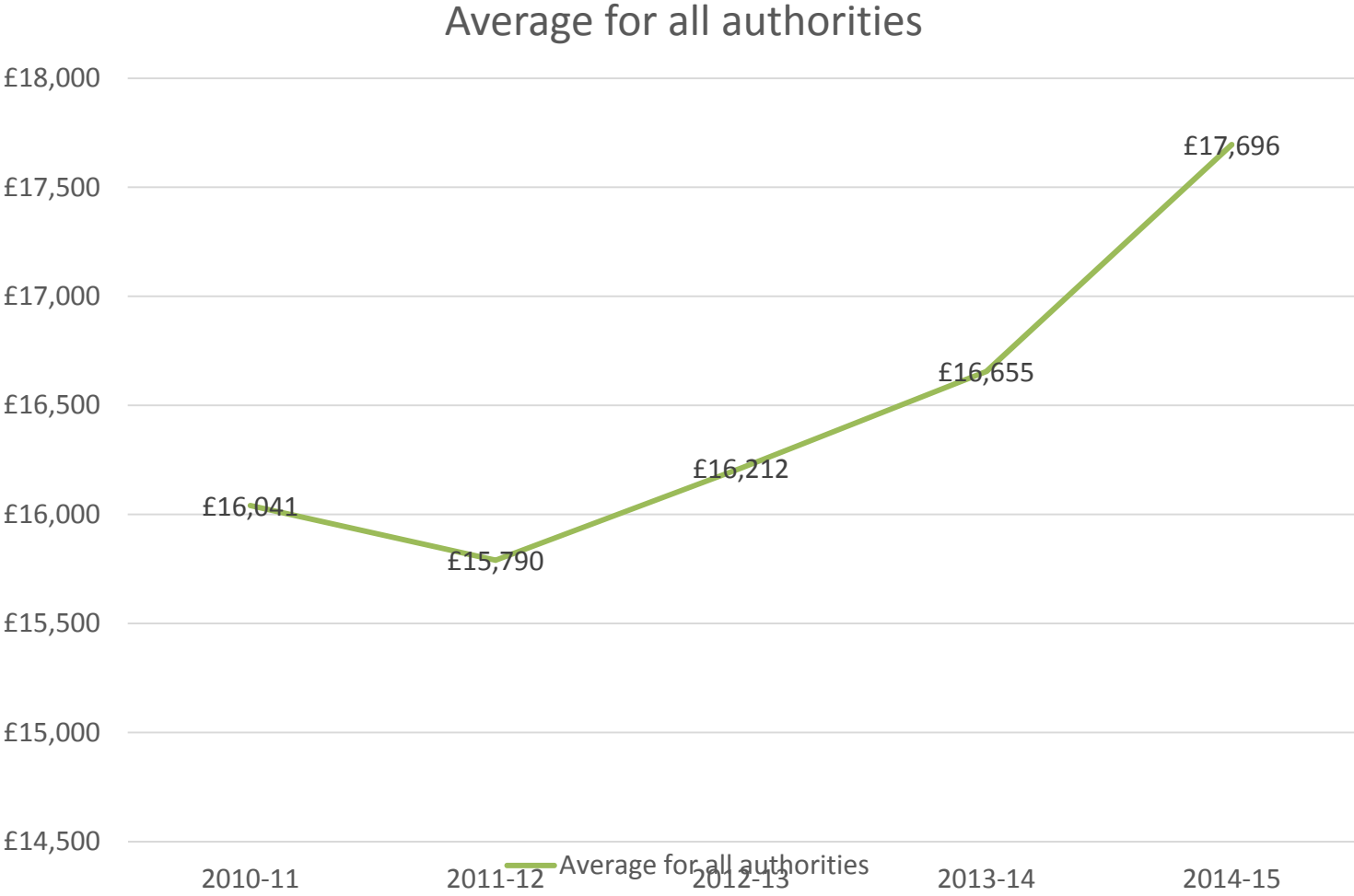
PI 01 Cost per square metre for all areas cleaned (excluding CEC)



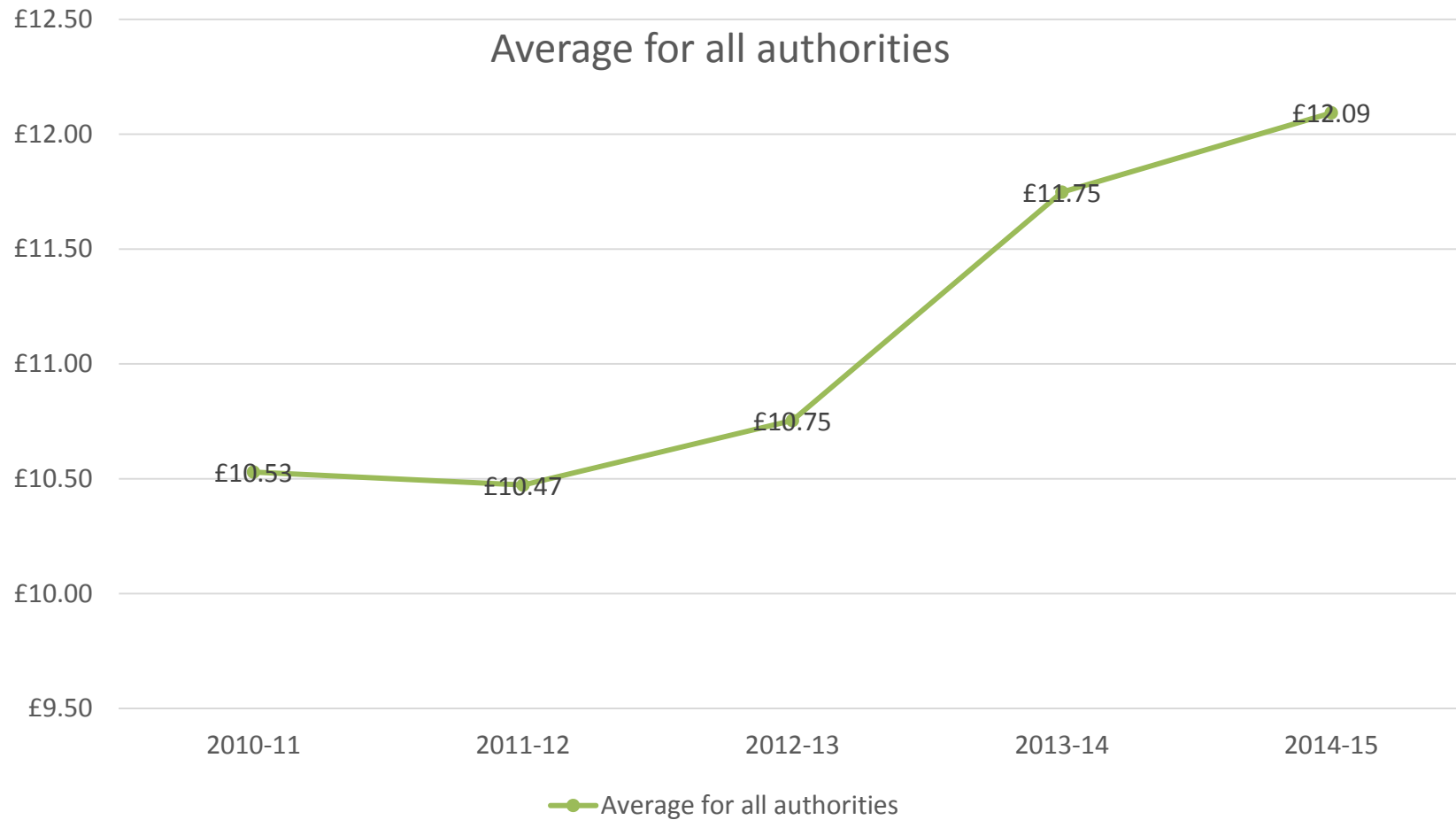
PI 02 Cost per square metre for all areas cleaned (including CEC)



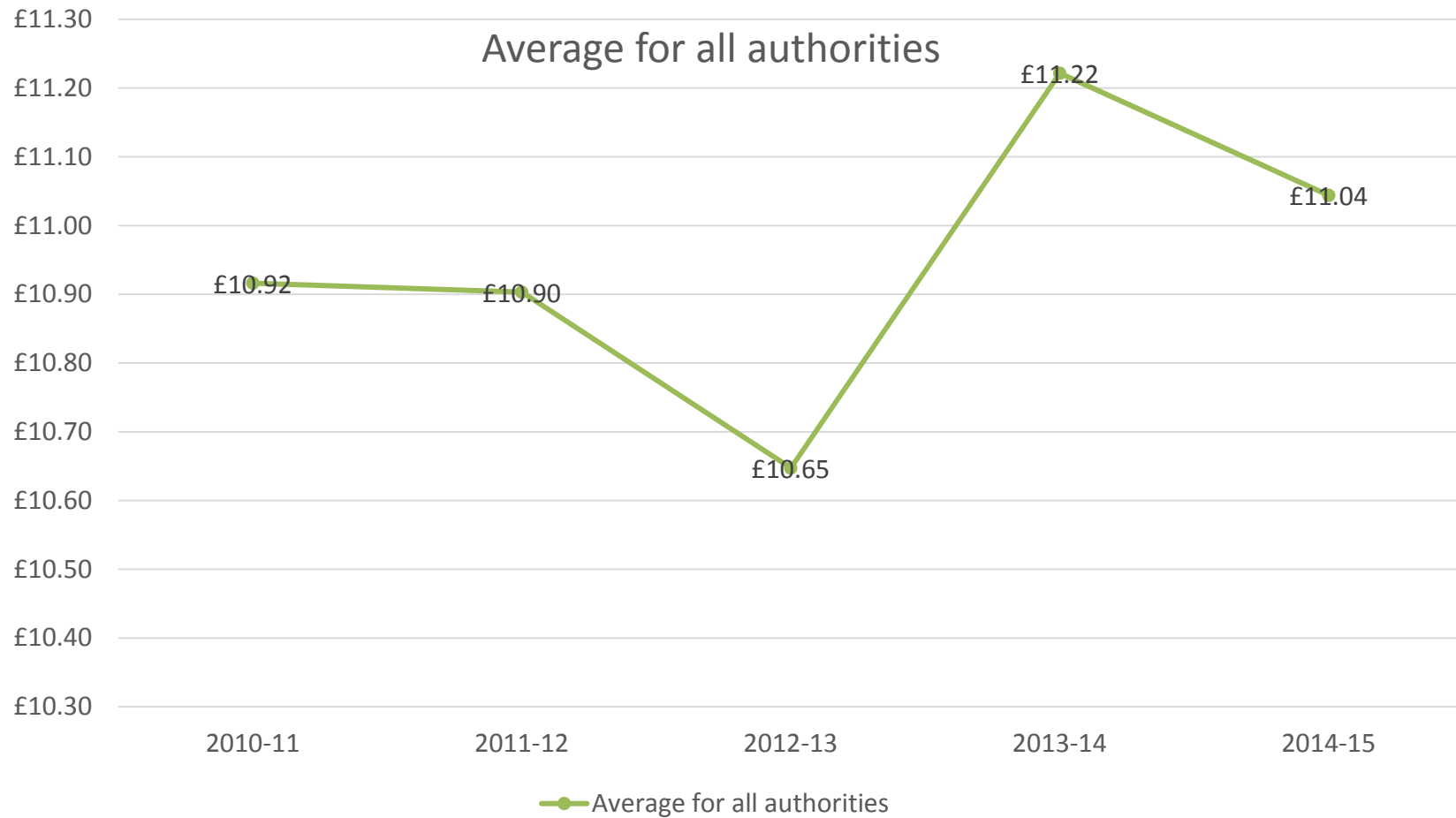
PI 03 Cost per FTE front line employee



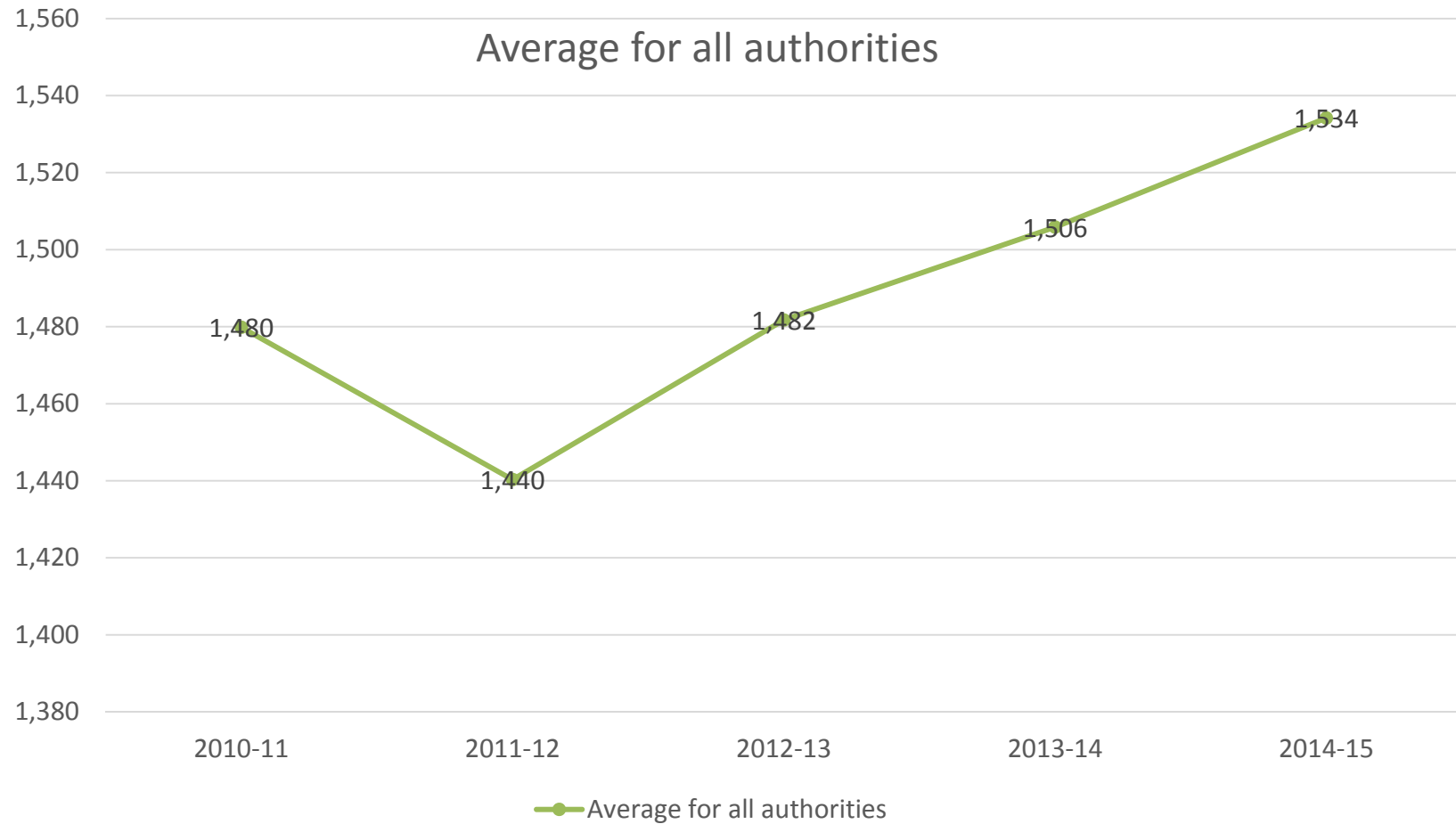
PI 27 Cost per scheduled input hour (excluding CEC)



PI 17 Front line staff cost per square metre cleaned (excluding outdoor areas)



PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee



LOCAL SERVICES

LOCAL SOLUTIONS

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