

APSE Scotland Soft FM Advisory Group Meeting

Performance Networks

Review of Scotland Reports for Catering & Building Cleaning

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Content & Purpose

Original objectives (Both Programmes)

- Focus on KPIs (Remove 'clutter')
- Consolidate some KPI Graphs (Use of 'Stacked' bar charts)
- Provide data tables to support each graph.
- Provide 'Profile data tables' that may be relevant to KPI outcomes
- Streamline data collection process

Following National WG Meeting in March'19, will now be produced for Each UK 'Region'

Recent Programme Developments

Building Cleaning

- Reports PIs on LA Work only and
- All Work (including 'Commercial Work')
- 4 new 'Commercial PIs' (not yet reported in Scotland Only 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%**

Recent Programme Developments

Building Cleaning

- Reports PIs on LA Work only and
- All Work (including 'Commercial Work')
- 4 new 'Commercial PIs' (not yet reported in Scotland Only Reports?)
- New CSS process under trail and development
 - Link to Electronic survey (to be distributed by Service)
 - Responses returned to LA and APSE
 - Scored and reported by APSE annually
 - To be available following National WG Meeting in March

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	<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"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe / tidy storage of cleaning equipment and materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and safety practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Recent Programme Developments

Education Catering

- Started to capture Nursery Meal Nos. (Currently 'Profile data' only in main reports).

Both Programmes

- Option to complete streamlined Management Data (K) file (driving all 'Key' Pis)

New Web Portal

- Scotland Only Reports available now (on new portal)
- Need to 'register' on new portal (if you haven't already?)
- Registration forms available today (can be emailed) or done 'online' (we'll send you a link tomorrow).

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

Your Feedback needed on:

Both Service Area Scotland Only Reports

- Given original objectives, do we need a 'KPI Exec Summary'
 - Which PIs, Data and profile tables?

Building Cleaning

- Value of producing PIs by 'Sector' (inc. 'Commercial Work')?

Education Catering

- Should we add Nursery Sector PIs?
 - How collectable is data / cost allocation (where not a dedicated Nursery School/Centre)
- Review of Nutritional Standards for food & drink in schools

Your feedback (to Hamilton office) needed to feed into National

Other Resources:

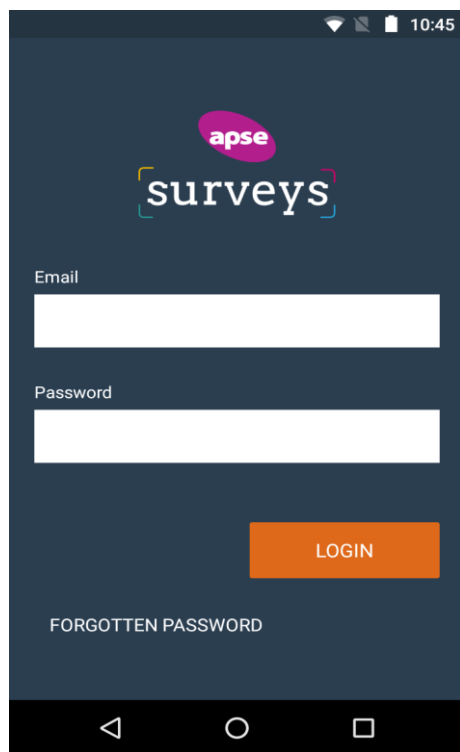
Building Cleaning App

What does it do?

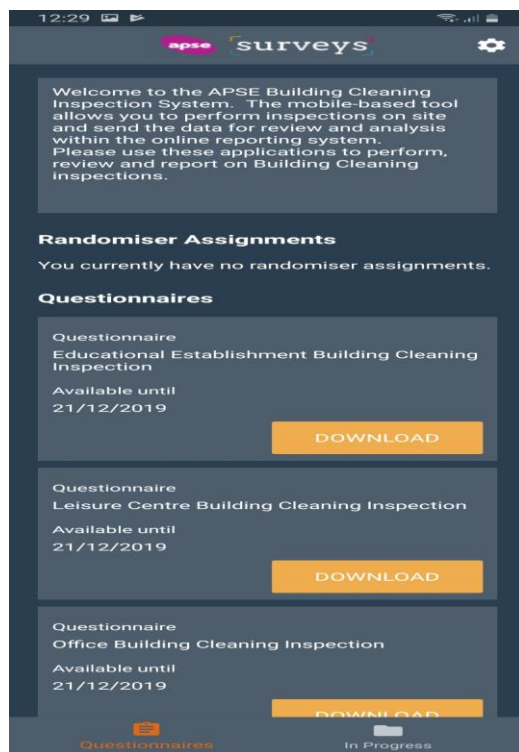
It includes 4 different surveys for the following types of buildings:

- Educational establishments
- Leisure centres
- Offices
- Public conveniences

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.

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

12:31

←

Corridors/Stairs

Add upto 10 **ADD**

General Office Area

Add upto 10 **ADD**

Toilets

Add upto 10 **ADD**

Meeting Room

Add upto 10 **ADD**

Kitchen

Add upto 10 **ADD**

Complete Survey

COMPLETE

12:32

←

Toilets

Floor
3 X

Zone
2 X

Paper products - grade
B X

Paper products - comments
stores out

Toilet/urinals - grade
B X

Toilet/urinals - comments
requires cleaning

Floors - grade
B X



Floors - comments

Sinks - grade
C X

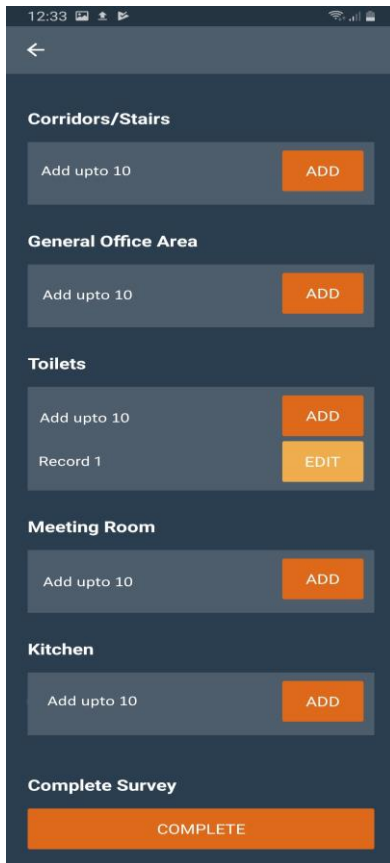
Sinks - comments

Bins - grade
A X

Bins - comments

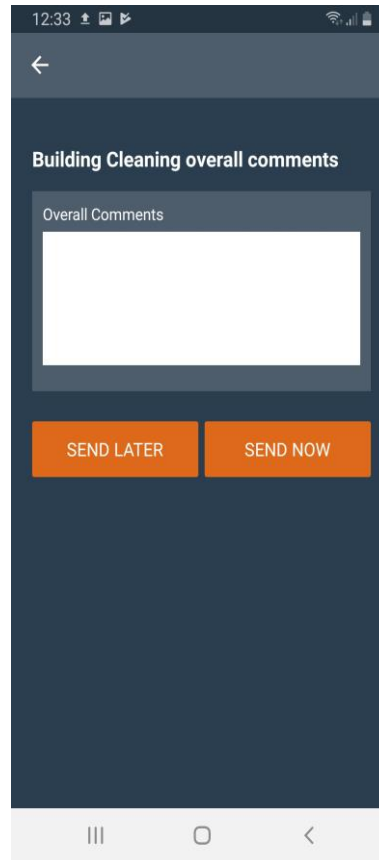
 X 

SAVE



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.

Other Resources:

Building Cleaning App

- Currently have 15 expressions of interest (need minimum of 30 to be viable)
- Registration of interest forms available today (can be emailed or done 'online' (we'll send you a link tomorrow)).

Thank you

Q's

Contact details

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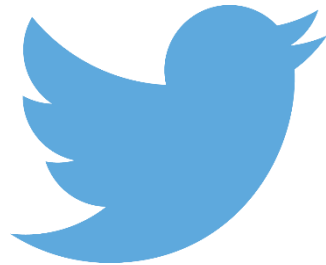


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