



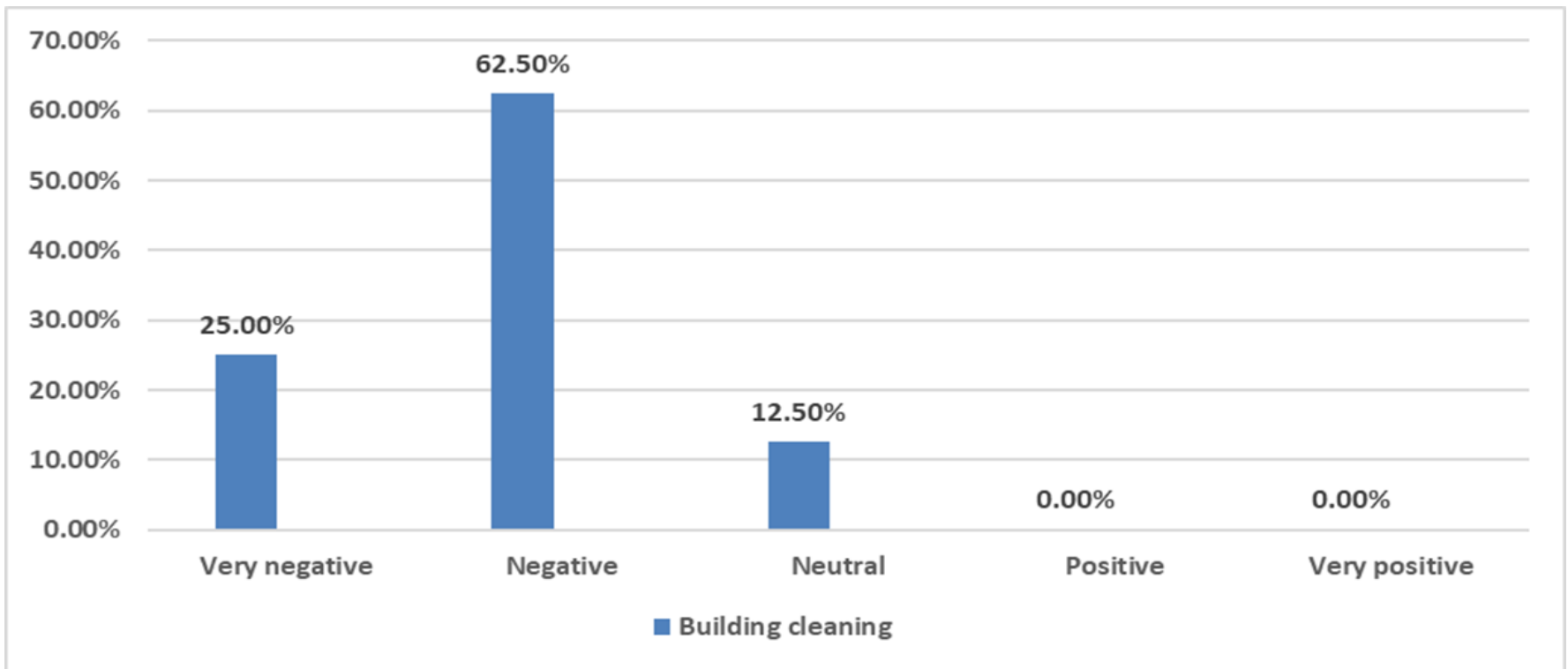
State of the Market 2023

Vickie Hacking, Principal Advisor, APSE

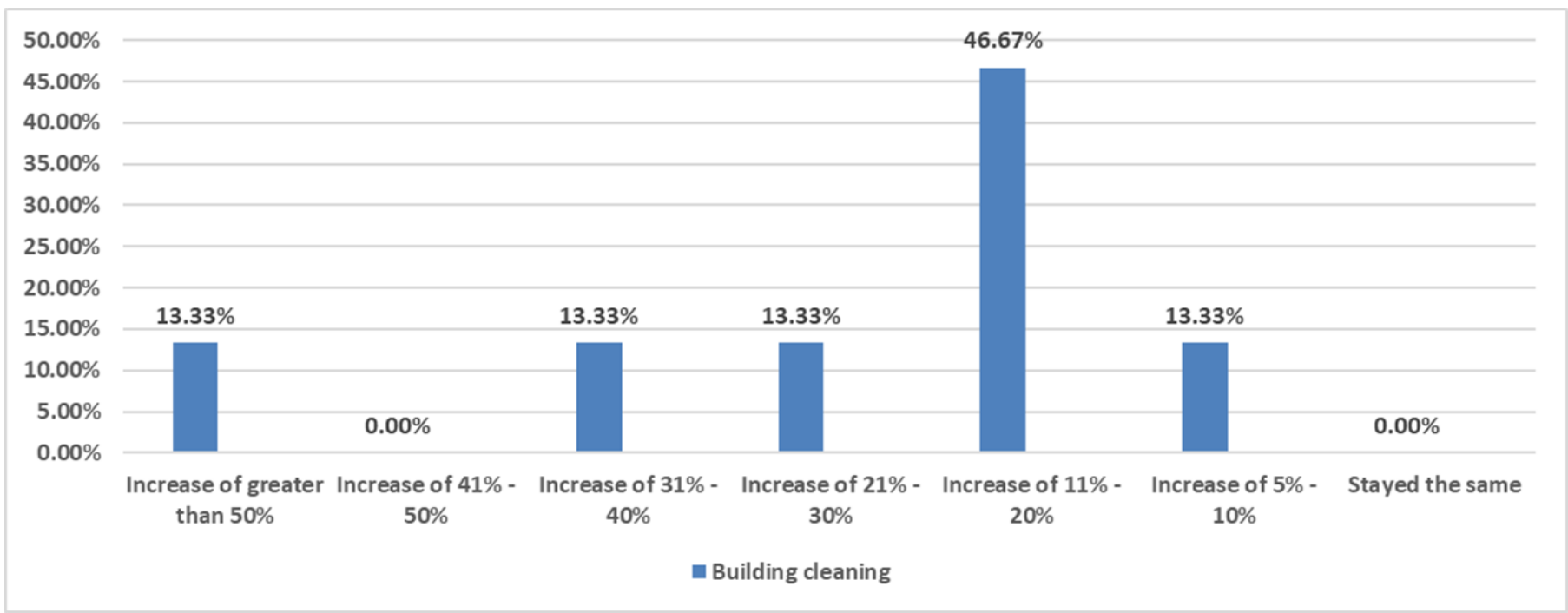
Context

- Cost of living crisis
- Post pandemic recovery
- Workforce recruitment and retention
- Sustainability / Net Zero

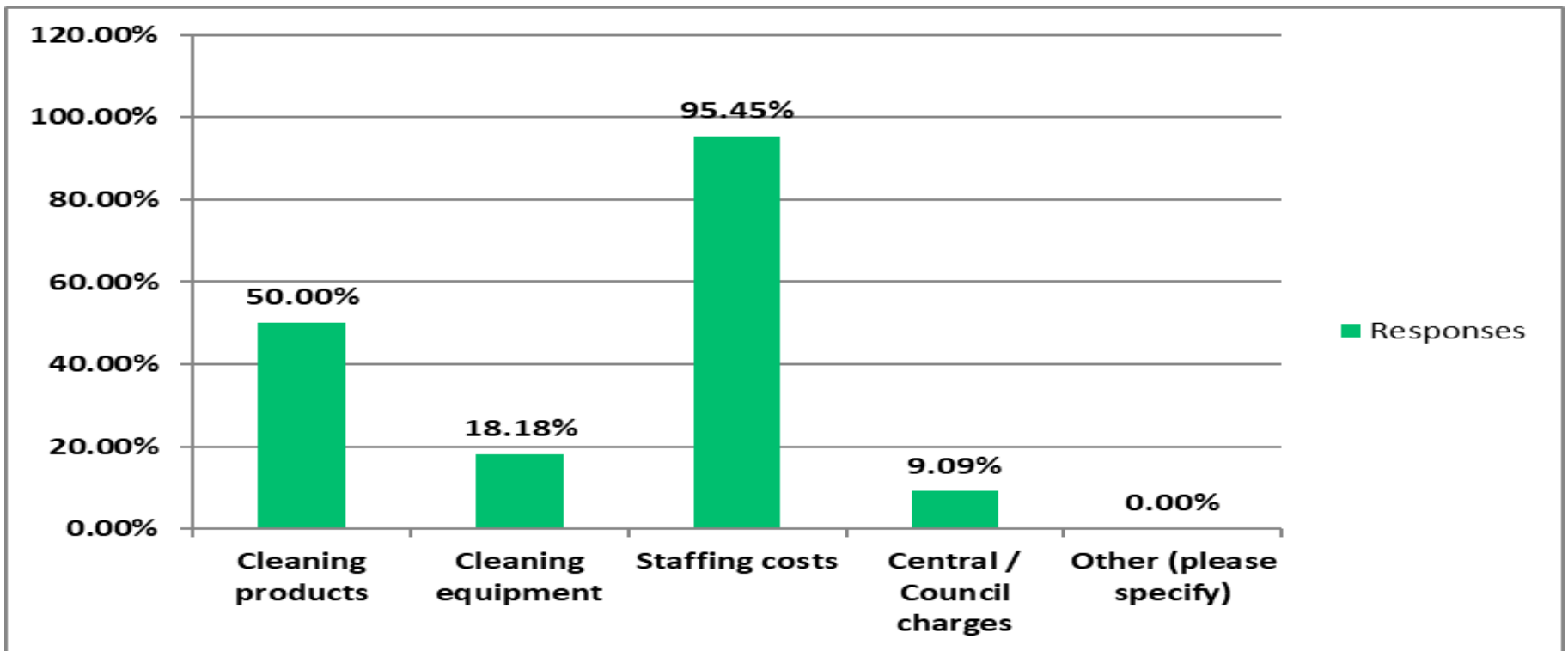
How would you describe the impact of the current economic climate on your service?



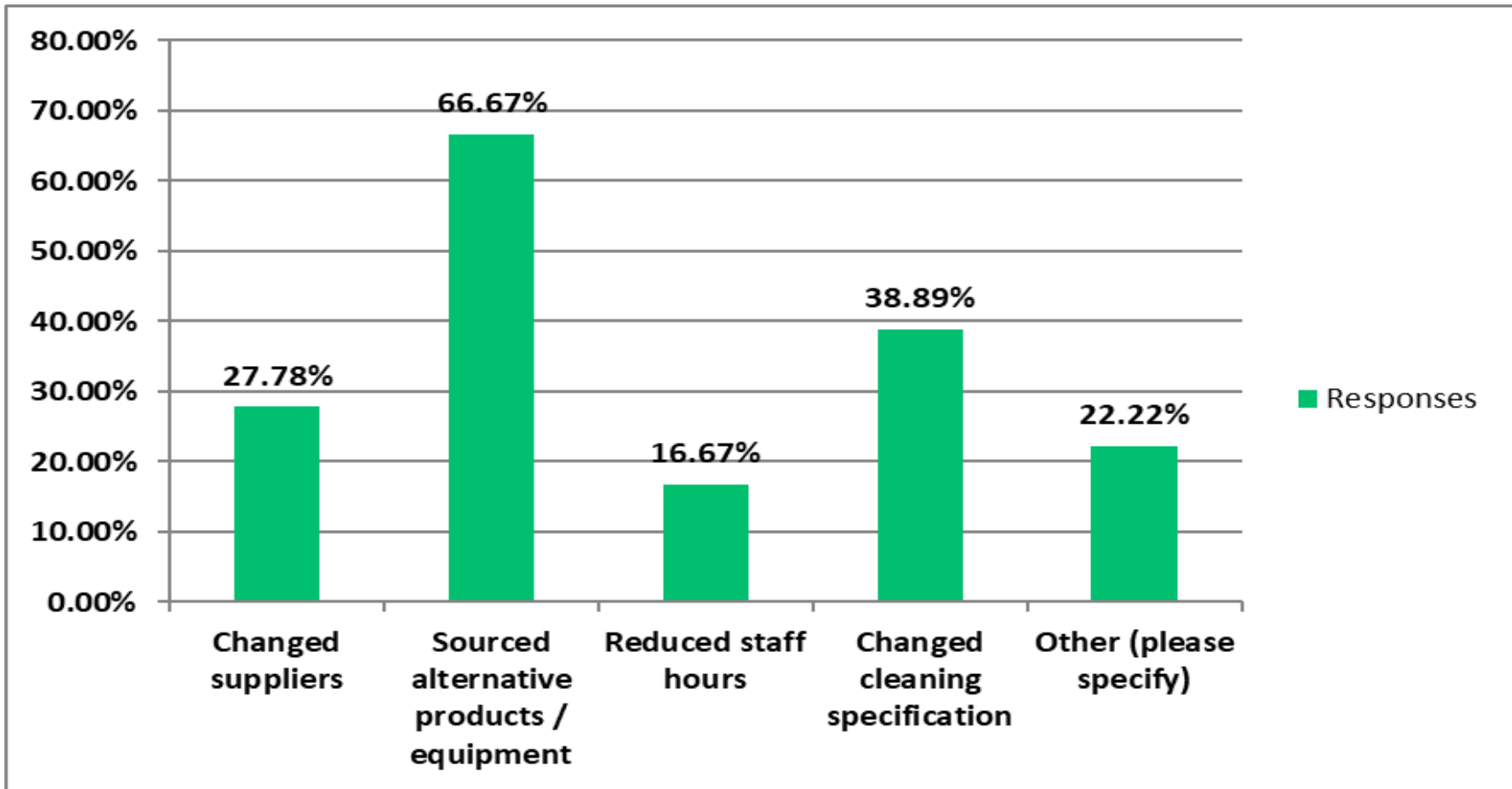
Thinking about price inflation, over the last 12 months what is the average percentage of change in the costs for the service?



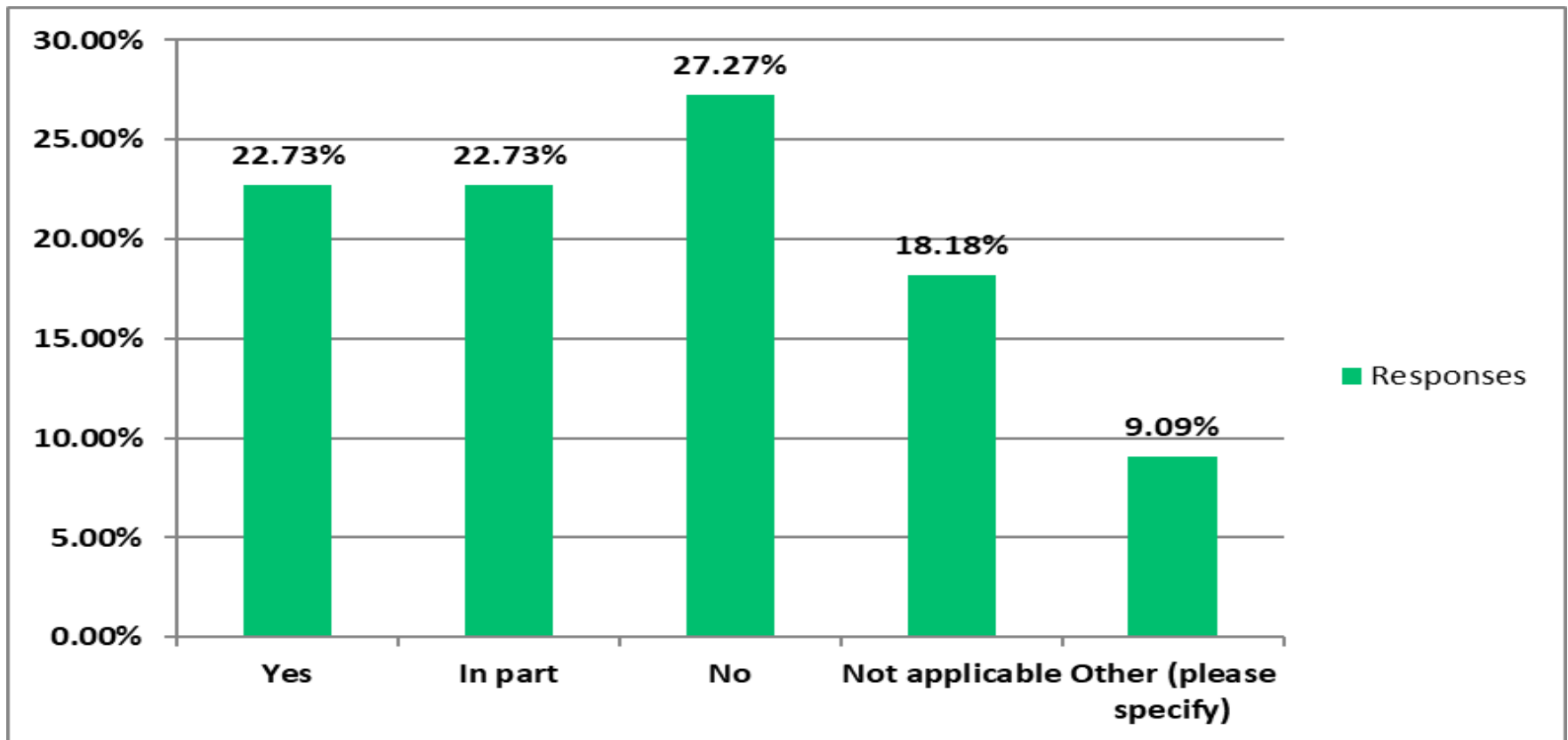
What aspect of the cleaning service has seen the greatest price rises?



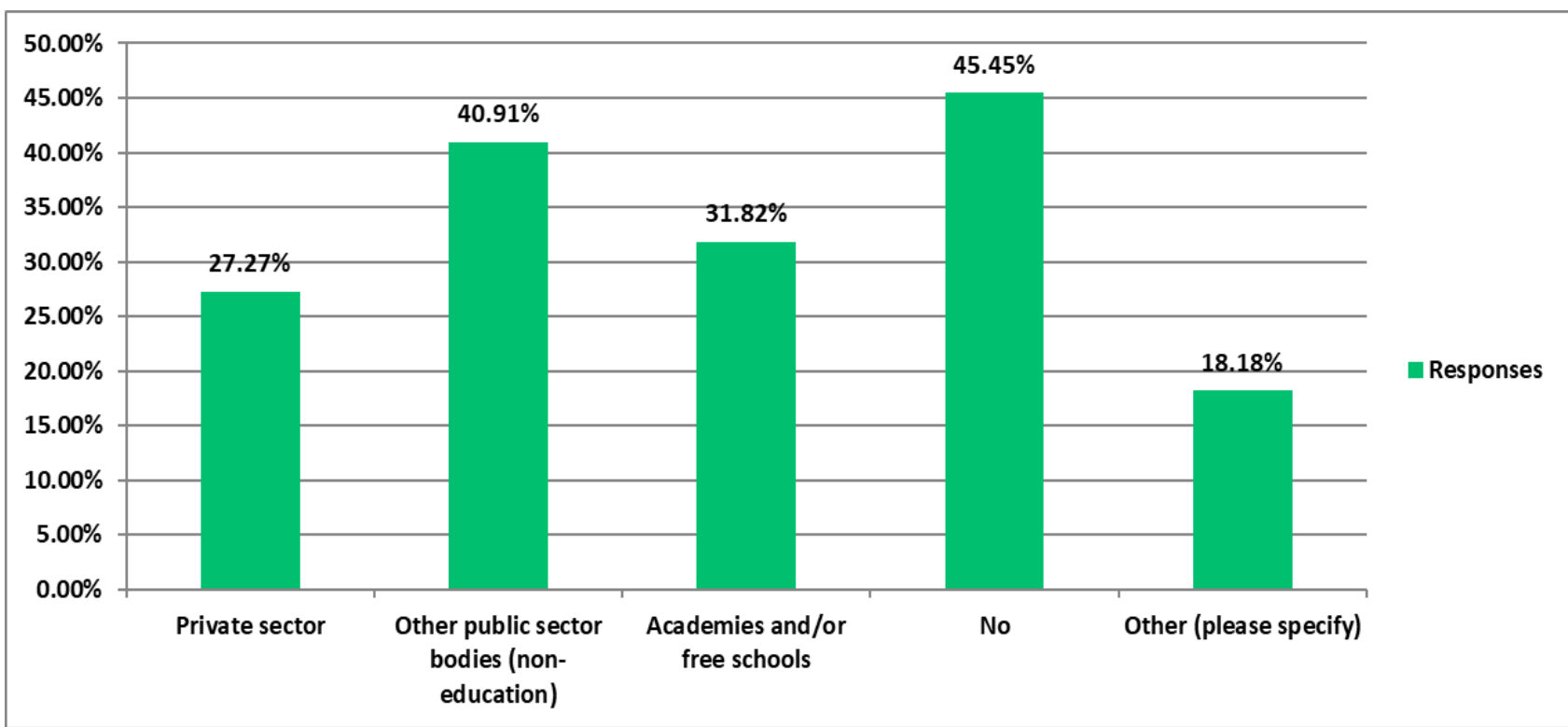
What has the service done to mitigate price rises?



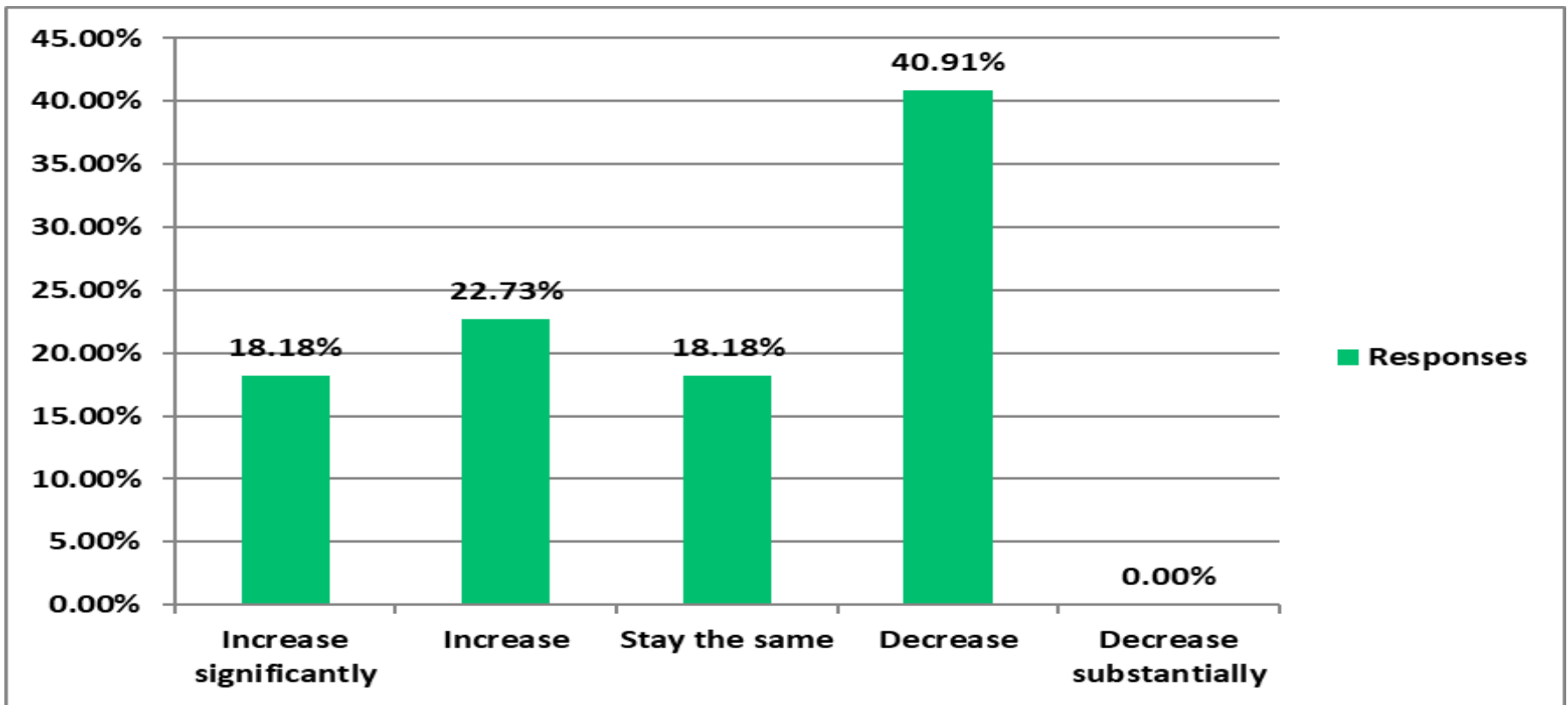
Has the service passed on the price rise to customers



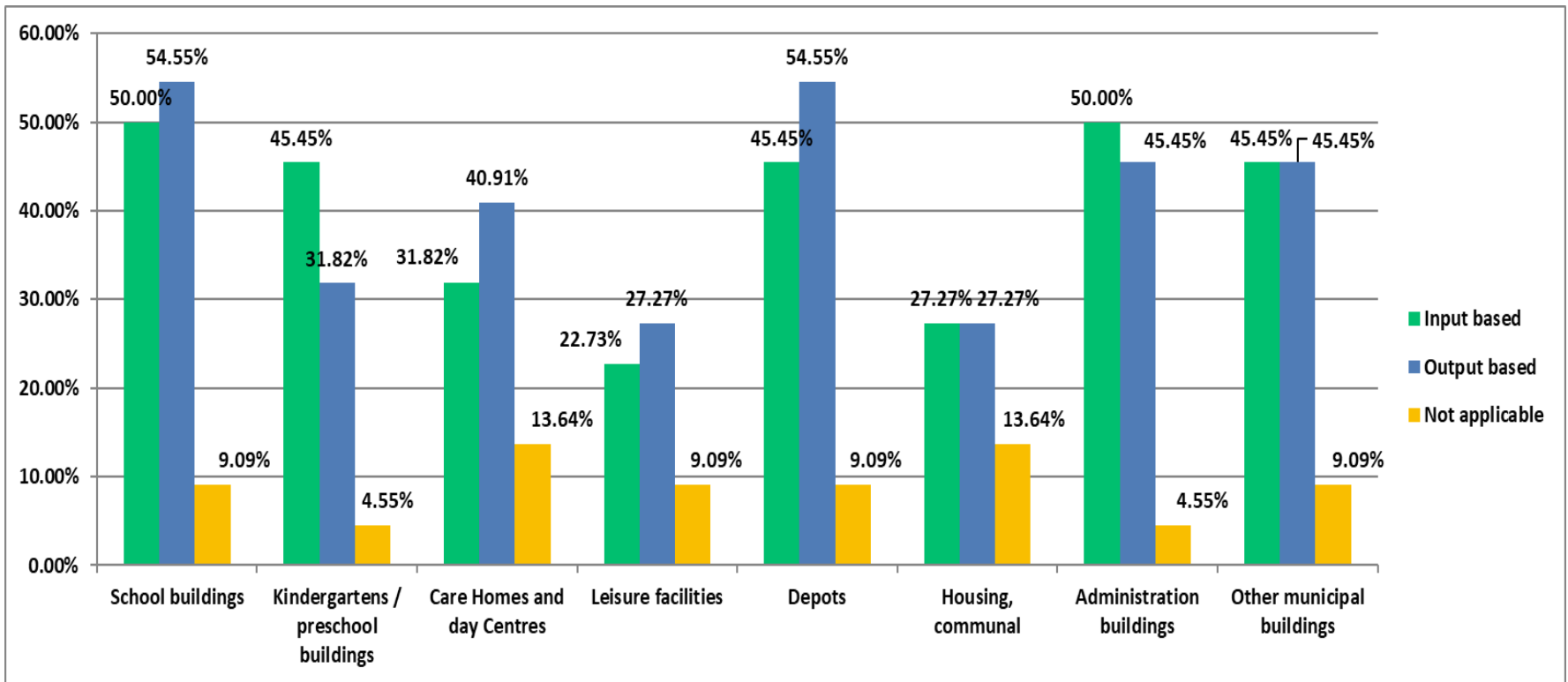
Do you sell your services outside of the Local Authority?



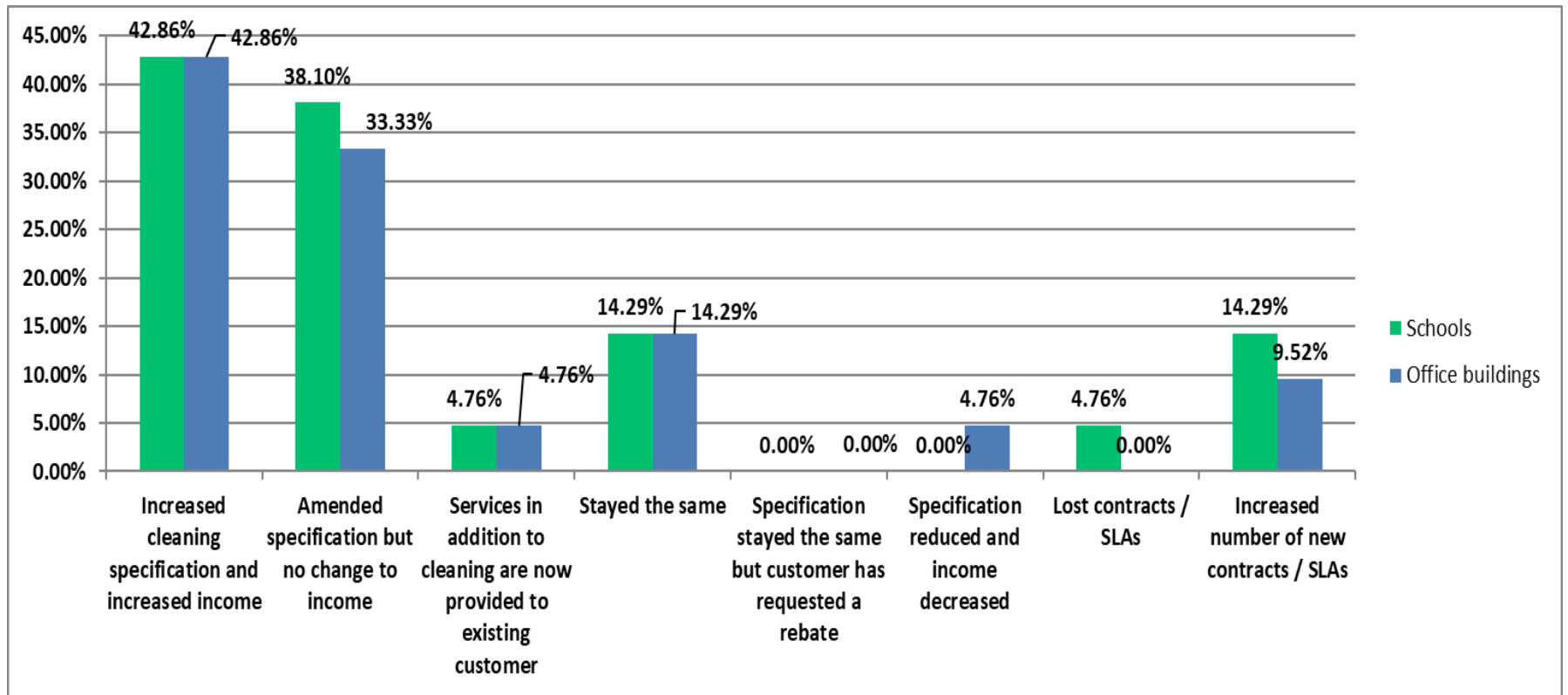
How do you expect the cleaning budget to change next year?



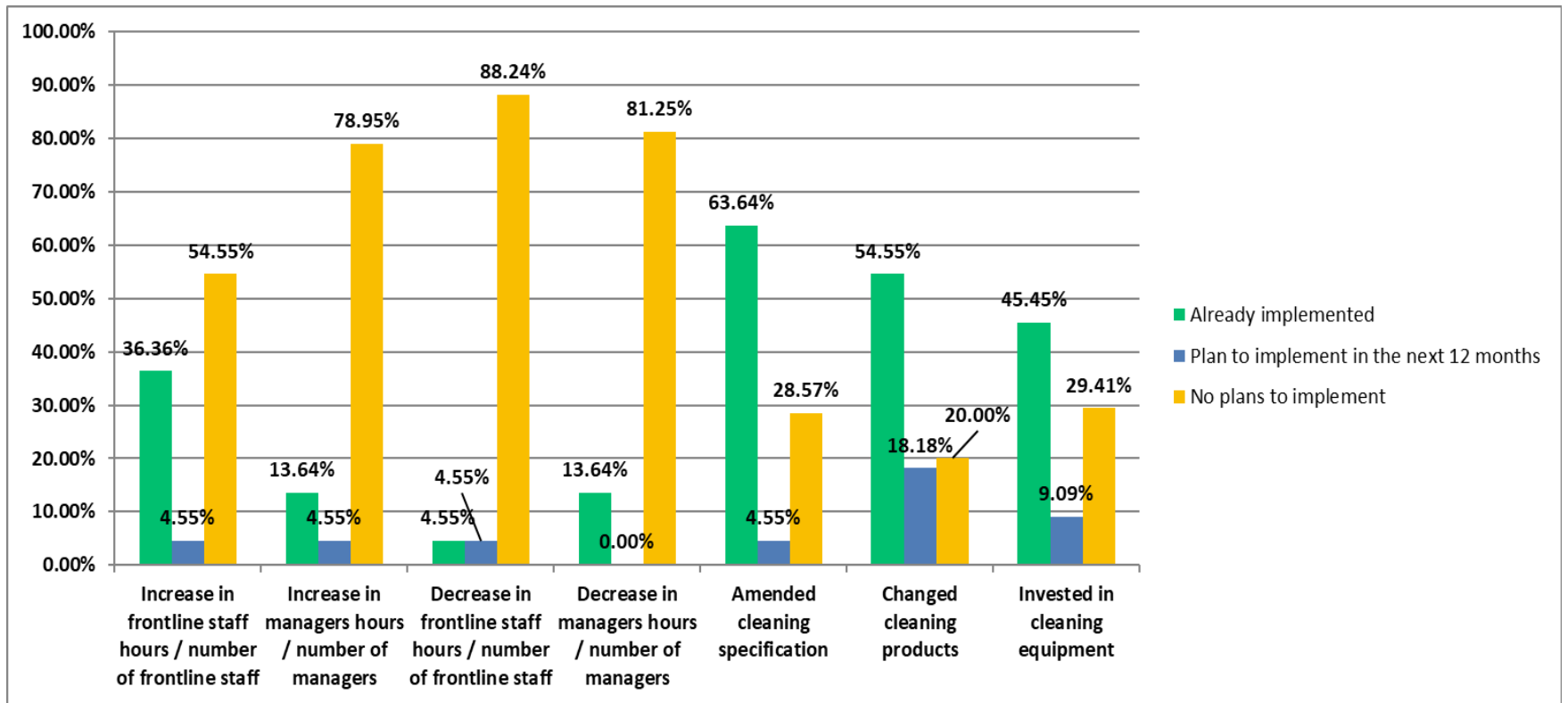
What type of cleaning specification do you work to in the following buildings?



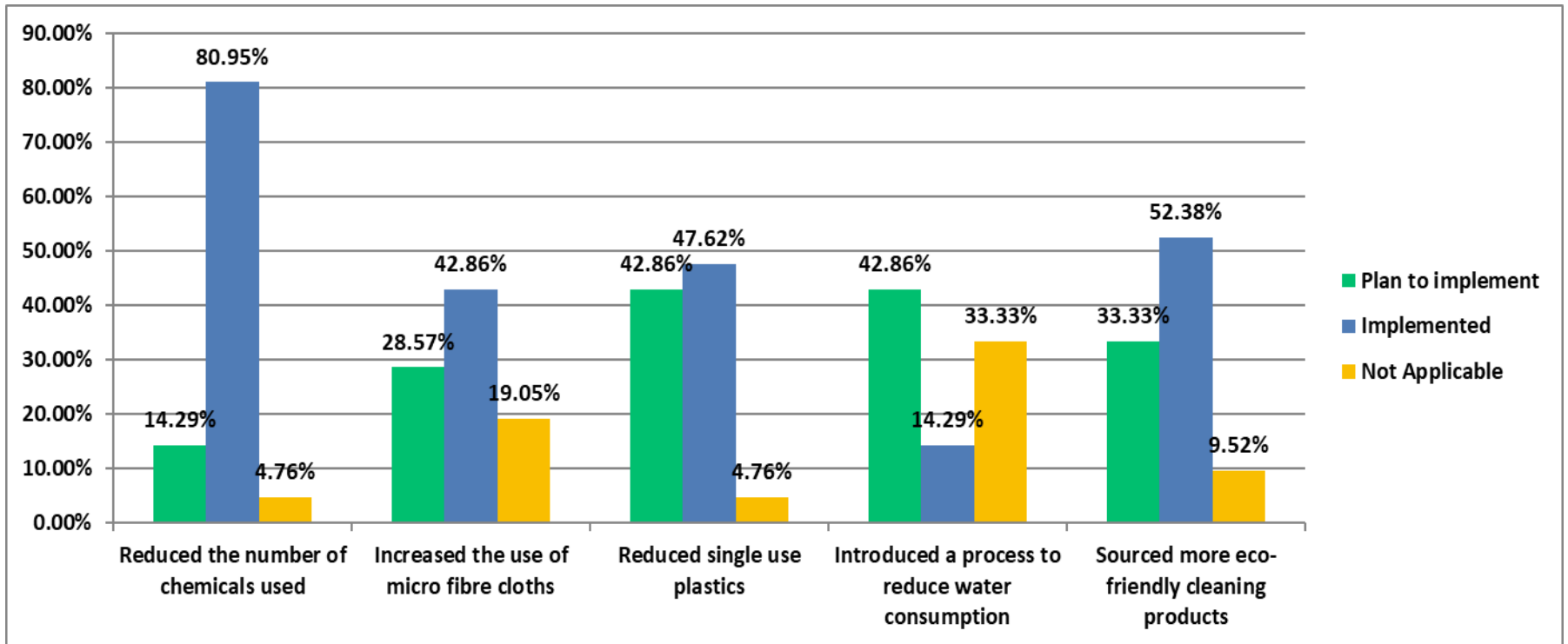
How has COVID-19 impacted on Service Level Agreements / Contracts?



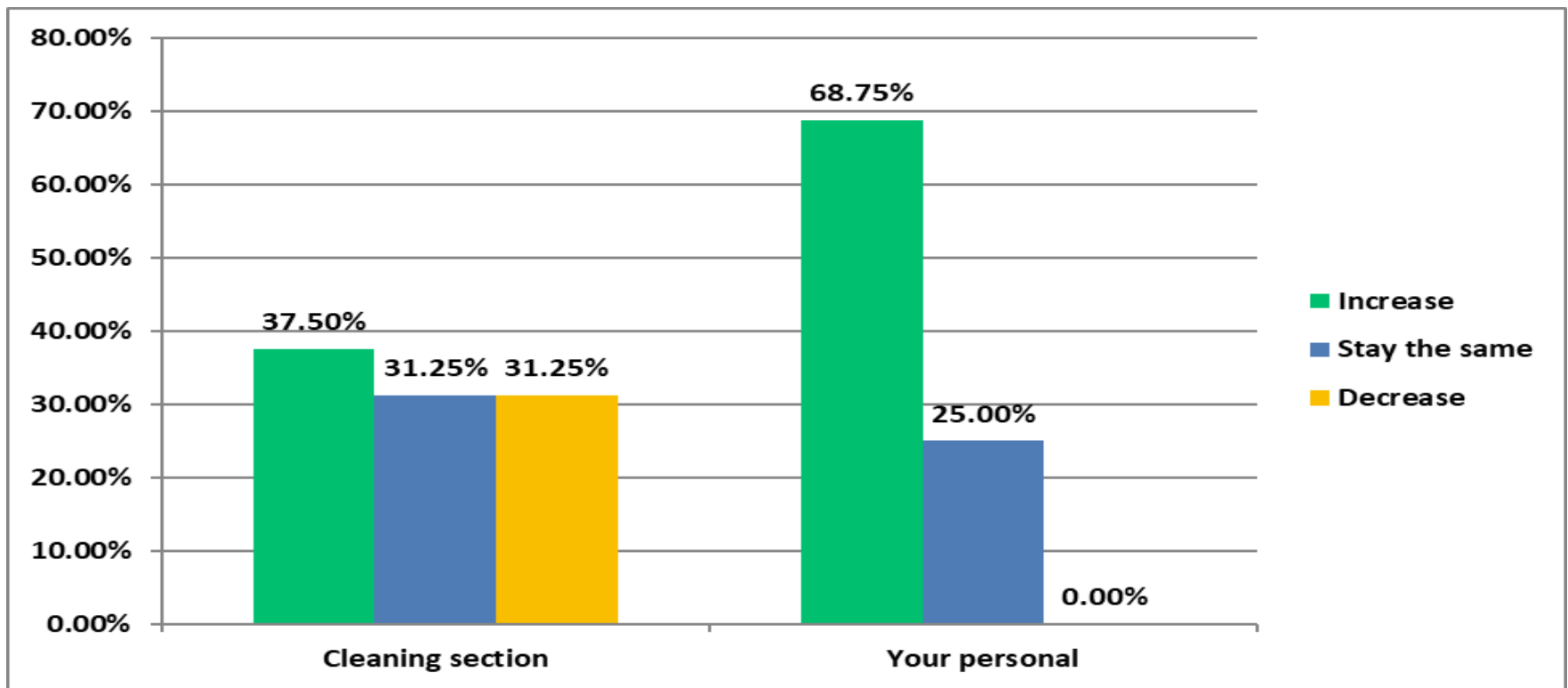
In response to COVID-19 what changes have been implemented or are planned?



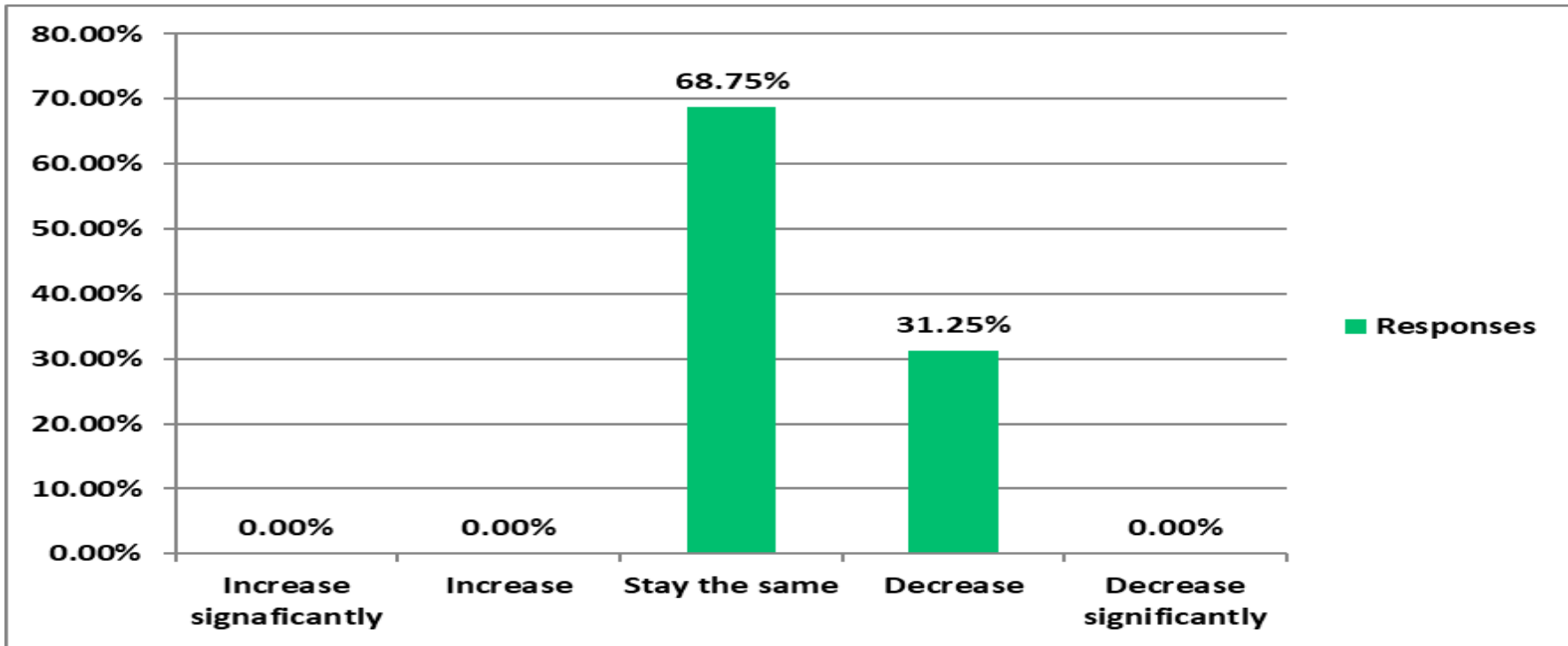
What measures have you put in place to make the service more sustainable?



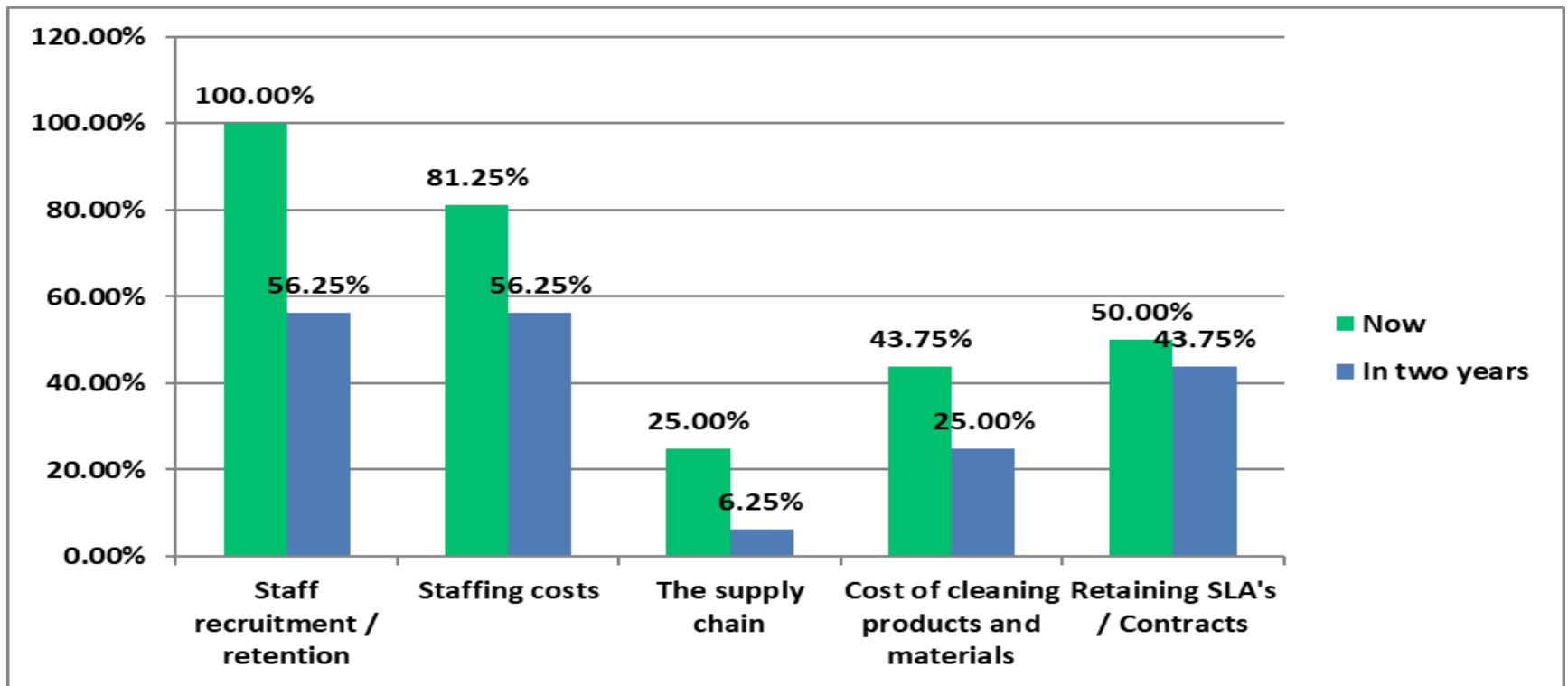
How do you expect workload to change over the next 12 months?



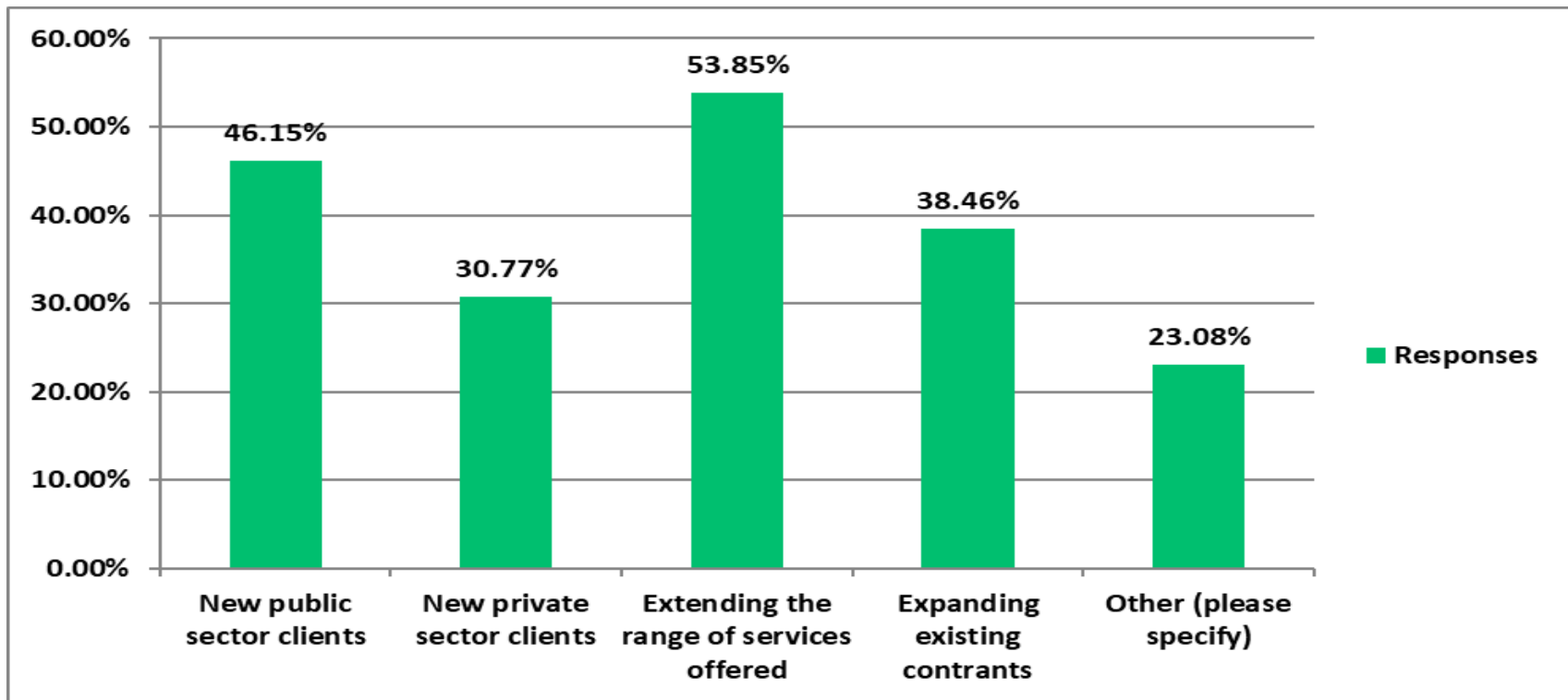
How do you expect your staffing levels to change over the next year ?



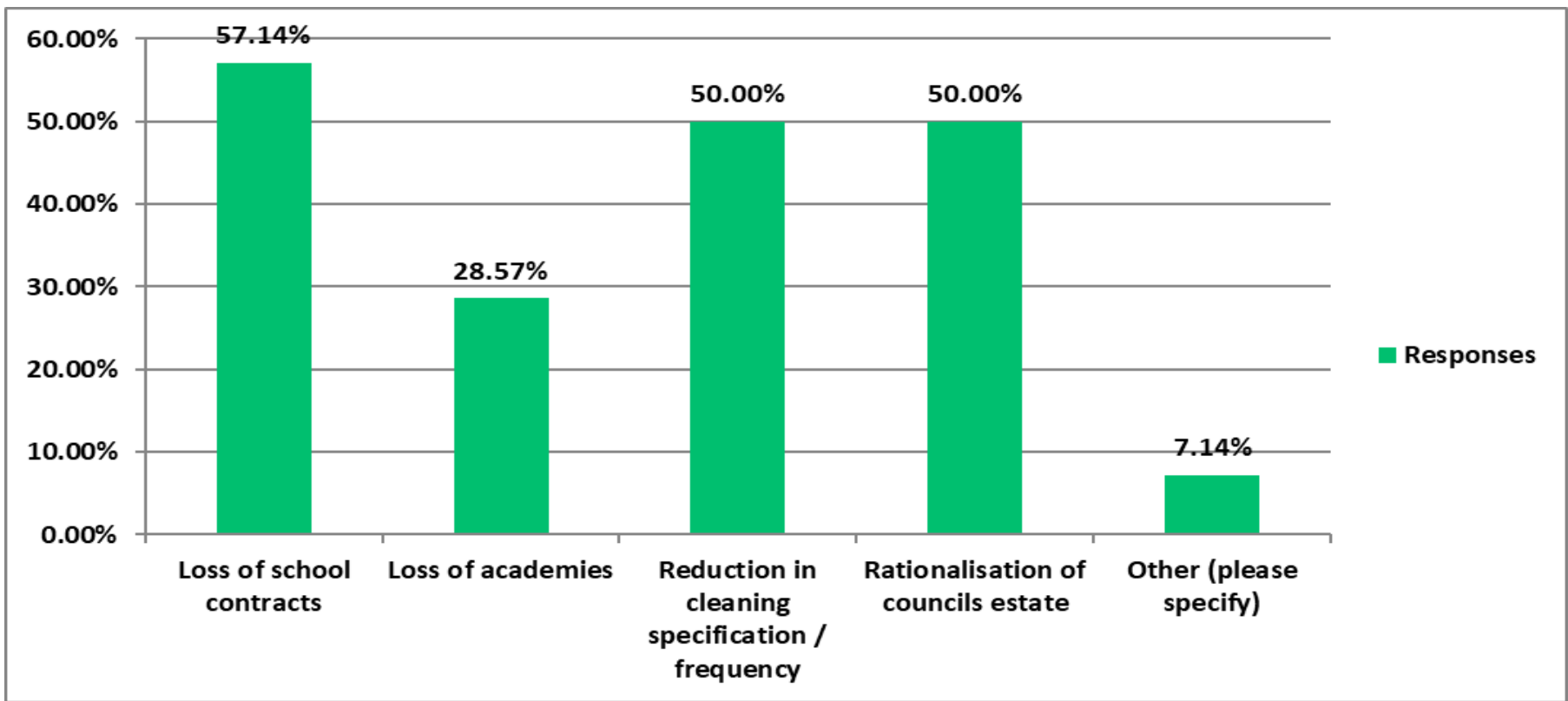
What are the greatest challenges facing the service?



Where do you see growth for the service over the next 12 months?



Where do you see future decreases in work for the service?





Contact details

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